Engineering Support Automation (ESA)
System Application
Desktop Procedure
FINAL

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Version 1.3

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Engineering Support Automation (ESA)
Desktop Procedure
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Getting Started

This chapter introduces you to the Engineering Support Automation (ESA) System Application. In it, you will:

- Learn about the benefits of the ESA System
- Learn how to contact software application support
- Learn about this User Guide

Welcome

The ESA System Application is a Web enabled application intended for use in the creation and retrieval of DLA Form 339 efforts of the DLA logistics processes. The application has been written for a knowledgeable user of Web applications and the DLA Form 339.

Software Application Support

For assistance with the Engineering Support Automation (ESA) System Application, please contact DLA Systems Integration Office (DSIO) at COMM- 614-692-9060, DSN-850-9060 or helpdesk@dsio.dla.mil for immediate assistance.

About This Guide

This User guide contains functionality descriptions from the following Release Versions:

- ESA v1.0 February 22, 2002
- ESA v1.1 April 15, 2002
- ESA v1.2 July 22, 2002
- ESA v1.3, September 21, 2002

Chapter 2

Working with the Engineering Support Automation (ESA) Application

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This chapter introduces you to the Engineering Support Automation (ESA) System Application. In it, you will learn to work with the:

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The Engineering Support Automation (ESA) System Application provides the capability to store, process and retrieve DLA Forms 339. The application contains a separate repository in which various reports can be accessed for viewing or printing. The link to the repository can be **Added as Favorites** in the user's Web Browser.

Desktop Icon

Access to the application is via a desktop icon on all users' computers as seen in **Figure 1: Desktop Icon**. Double-clicking on the icon brings up the application in the Web Browser.

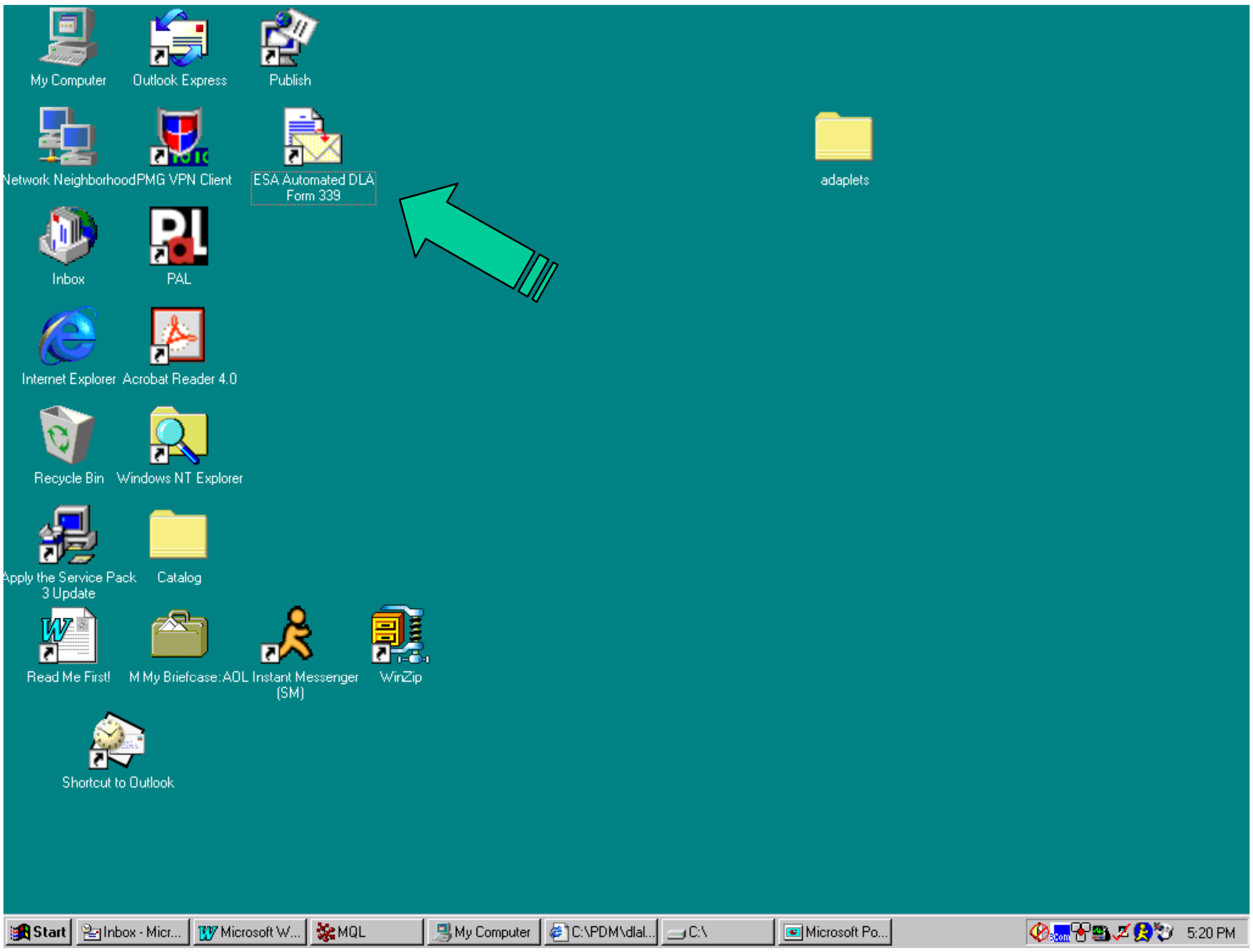


Figure 1: Desktop Icon

Main Login Screen

The startup screen of the system as seen in **Figure 2: Main Login Screen** contains the login access to the ESA System requiring a Login ID and a password. The application is ***CASE SENSITIVE*** so IDs and passwords should be entered in the system accordingly. The system will prompt the user to re-enter information if an invalid ID and/or password is entered. Contact the local Systems Administrator for assistance if the problem persists. If the user logged into the application has been idle for approximately twenty minutes, they will be automatically logged out. Once the user logs back into the system, he/she will be returned to the screen they were working on previously. The **Password Rules** are displayed as a link from the Main Login Screen.

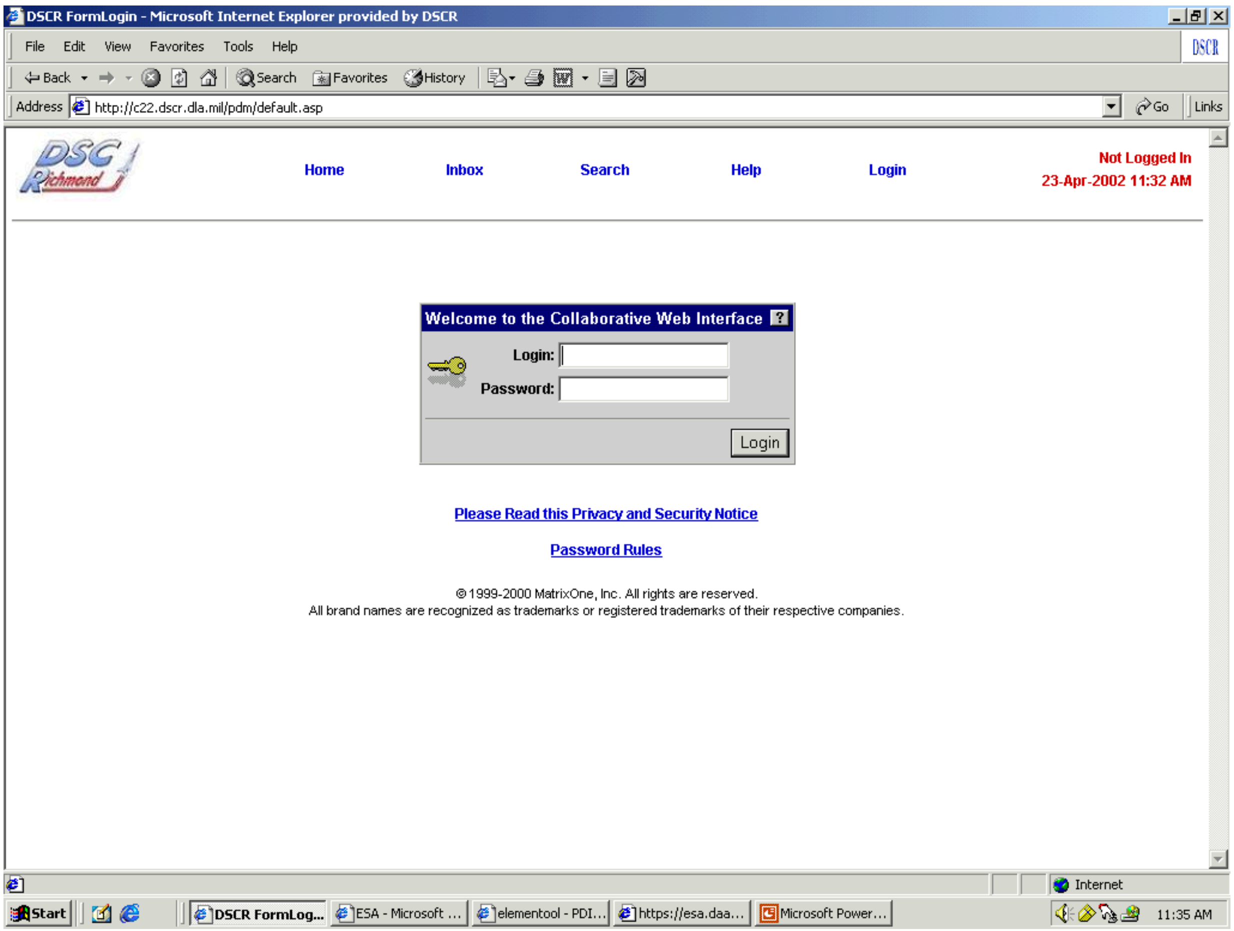


Figure 2: Main Login Screen

ESA System Steps in the Process

The DLA Form 339-workflow refers to the separate functions or steps in the process that a DLA Form 339 progresses through during its lifecycle. The form moves through these different stages along the DLA Form 339 process from the time that it is initiated until it is closed. The workflow process is defined below:

The steps in the process are:

- **Initiate/Modify** - This is the step when the DLA Form 339 is created and/or modified.
- **Cancel -** The form can be cancelled by the Initiator or the Reviewer.
- **Review Request** - The step when the Reviewer is reviewing the form.
- **Audit/Release -** The step when the form is released and forwarded by the Focal Point to the Engineering Support Activity (ESA).
- **Wait-** Step in the process when the form is waiting for the response from the ESA.
- **Review Response -** The step when the form is reviewed after the response is received back from the ESA.
- **Closed -** The step when the form is closed as completed and remains in the application.

User Groups/Roles/Persons

Users in the ESA System Application are setup in the system according to Groups, Roles, and Persons.

- Groups identify a common association of users. **Example: DSCR-JBTA**
- Roles represent functions within the application. **Example: Initiator**
- Persons are the specific users of the application. **Example: John Burch**

ESA System User Screens

The application contains roles with different levels of access along the DLA Form 339-workflow process. Users are set-up in the system within these roles. The roles are Initiator, Reviewer, Focal Point, and Manager.

Roles in the ESA System Application are:

- **Initiator -** Functions as the role that can initiate a DLA Form 339.
- **Reviewer -** Role that reviews a DLA Form 339.
- **Focal Point -** Releases the completed DLA Form 339 to the Engineering Support Activity (ESA).
- **Manager -** Role that allows view access to the ESA System Application.

The first screen that each of the roles will see when they log in to the application from the Main Login Screen is a Home Screen.

Home Screen

The Home Screen provides access to individual screens as shown in **Figure 3: Home Screen**. This screen provides the user the ability to perform various actions.

Figure 3: Home Screen

The Home Screen provides access to up to nine main areas: Create, Inbox, Search, Reassign, Change Password, Logoff, User Administration, Reports and Help. The list of access areas on the home screen depends upon the user's rights. Some of the more frequently accessed links are also located at the top of the screen along with Login information and time in the upper right-hand corner of the screen.

- **Create** – Provides access to create a DLA Form 339.
- **Inbox** – Provides access to the user's Inbox, which contains DLA Forms 339 currently owned by that user.

- **Search** – Allows users to search for DLA Forms 339 that have been created in the application.
- **Reassign** – Allows Reviewers and Focal Points to re-assign individual 339s or In-Boxes.
- **Change Password** – Allows users to change their password as needed.
- **Logoff** – Provides facility to log out of the application (users may also exit by closing the screen).
- **User Administration** – Allows Focal Points to perform Administration duties
- **Reports –** Allows Focal Points to run Reports of Metrics and Statistics.
- **Help** – Provides help information that guides the user in using the application and filling out the DLA Form 339.

Important Functions

Back/Forward Browser bar - Used to move back and forward among the various screens in the system.

PgUp/PgDn - Used to move up or down on a particular screen.* Will not work if cursor is within a field on the DLA Form 339. [Can also scroll with mouse]

Tab - Used to move from block to block while filling out a DLA Form 339.*Enter key should not be used in a web application.

Spacebar - Used to select or de-select checkboxes, radio buttons or command buttons and is equivalent to a left click when using a mouse.

Warning Be careful of extensive use of the back and forward bar browser when moving around because even though the screens are in a browser window, it is within a web-based application.

Inbox Screen

Any of the roles can select **Inbox** on either the Home Screen or the top of any screen to display the DLA Forms 339 that are owned by that user at a particular point along the DLA Form 339-workflow as seen in **Figure 4: Inbox Screen**. It displays **Type**, **Number**, **Revision**, **NSN**, **State**, **Initiator**, **Priority (Days)**, and **Rejected**.

The displayed results on the Inbox Screen are:

- **Type** - Category in the application in this instance is 'Form339'.
- **Number** - Case number is the unique identifier of the DLA Form 339.
- **Revision** - Identifier such as the letter, "*A*" given to a DLA Form 339 if it has been revised.
- **NSN** - National Stock Number assigned to the DLA Form 339.
- **State** - DLA Form 339 current workflow stage.
- **Initiator** - Person who initially created the DLA Form 339.
- **Priority (Days)** - Number of days that the ESA has to respond to the DLA Form 339.
- **Rejected** - Yes/No displayed where yes means the DLA Form 339 has been rejected.

The case number of the DLA Form 339 is displayed in blue, which links to the display page for the specific DLA Form 339.

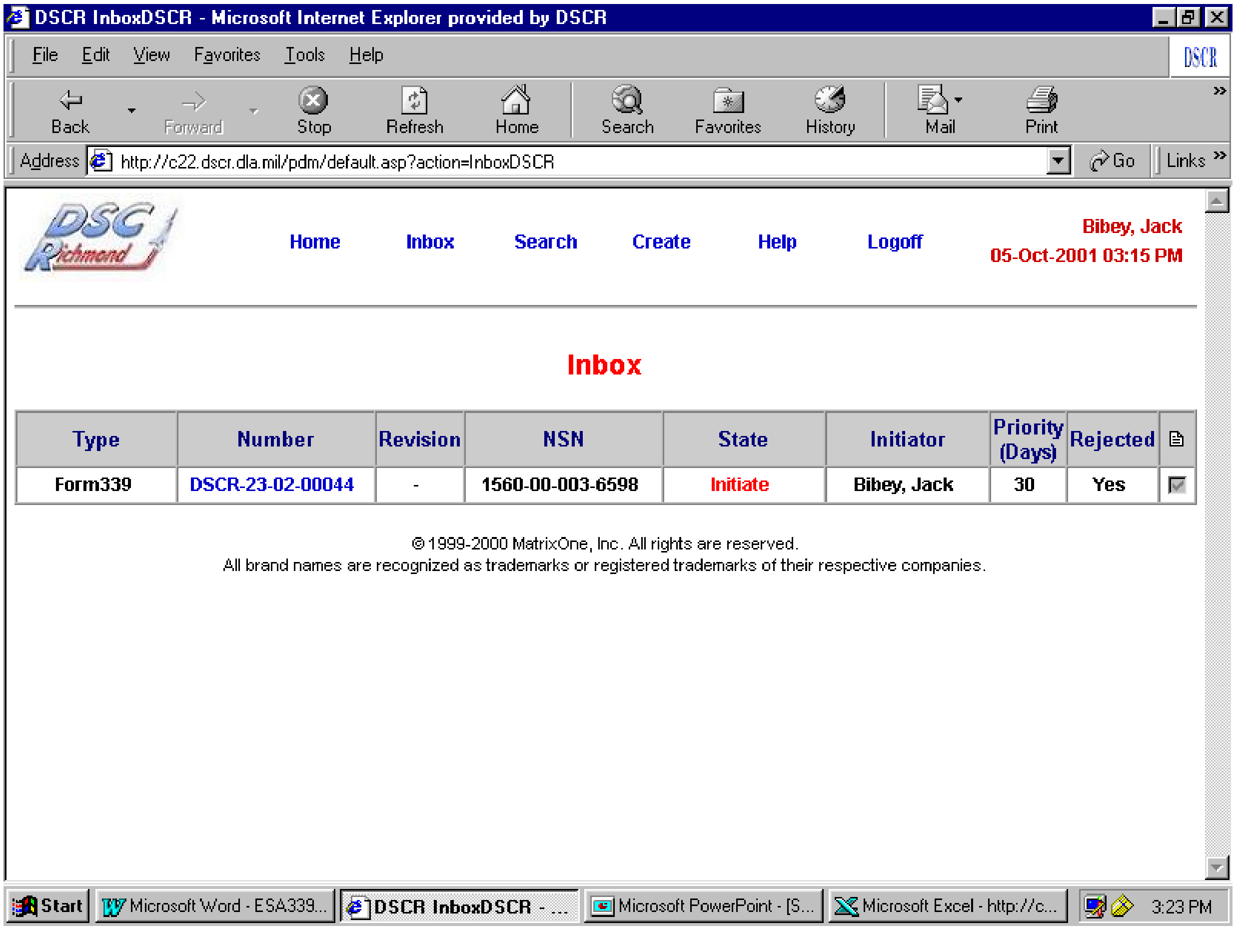


Figure 4: Inbox Screen

Initiator Screen

The first step in the DLA Form 339-workflow is for the Initiator to login to the application and create a DLA Form 339. The Initiator is first brought to his/her Home Screen. The Initiator can select **Create** on the Home Screen or at the top of any screen to create a DLA Form 339. The Initiator selects **Create** and a prompt is brought up for the Initiator to enter the NSN (Note: Enter the NSN without the dashes). Once the NSN is entered, a DLA Form 339 is created with data auto-filled from the DSD.

The Initiator selects **Modify** to begin completing the DLA Form 339. The Initiator has the capability to Save, or Delete the form once he/she has completed filling out the information as seen **Figure 5: DLA Form 339 Input Screen**. The **Save** and **Delete** command buttons are located at the top and bottom of the screen.

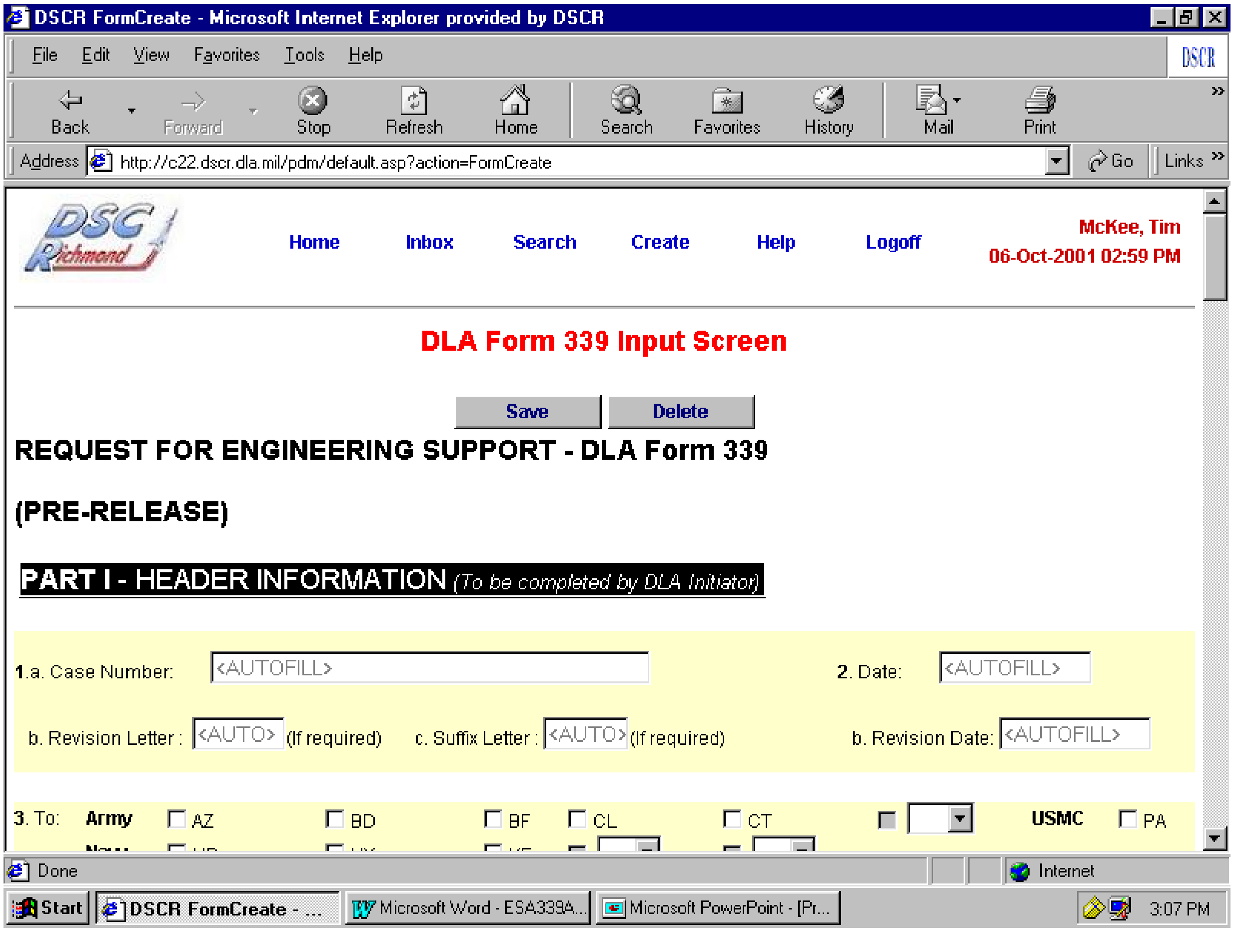


Figure 5: DLA Form 339 Input Screen

Information on the DLA Form 339 for blocks 1, 2, 4.g.1, 4.g.3, 6, 10, 12, 13, and 14 will be automatically entered by the system once the DLA Form 339 is saved. Data in block 4 is already entered based on the user logged into the system.

The user should enter the NSN without the dashes, for example, **1111223334444**.

The Suffix in block 1.c. is identified as an equivalent letter from the number of selections in block 3. For example, if three SICA codes were selected in block 3, then the Suffix letter would be displayed as a "*C"*; and if two were selected, then it would be displayed as a "*B."*

The Date in block 2 is the date that the DLA Form 339 is released to the ESA.

Required blocks to be filled in for the DLA Form 339 to be forwarded to the next stage in the DLA Form 339-workflow include blocks 3, 5, 7, and 15.

Block 16 Supplemental Information/Comments is required if certain information in block 15 is selected and needs to be described in block 16 as indicated on the DLA Form 339.

Save - User can save a new, modified, or revised DLA Form 339 into the System. A DLA Form 339 must have a NSN entered in order for it to be saved. The case number is assigned when saved.

Delete - Deletes a partially completed DLA Form 339. (No case number assigned)

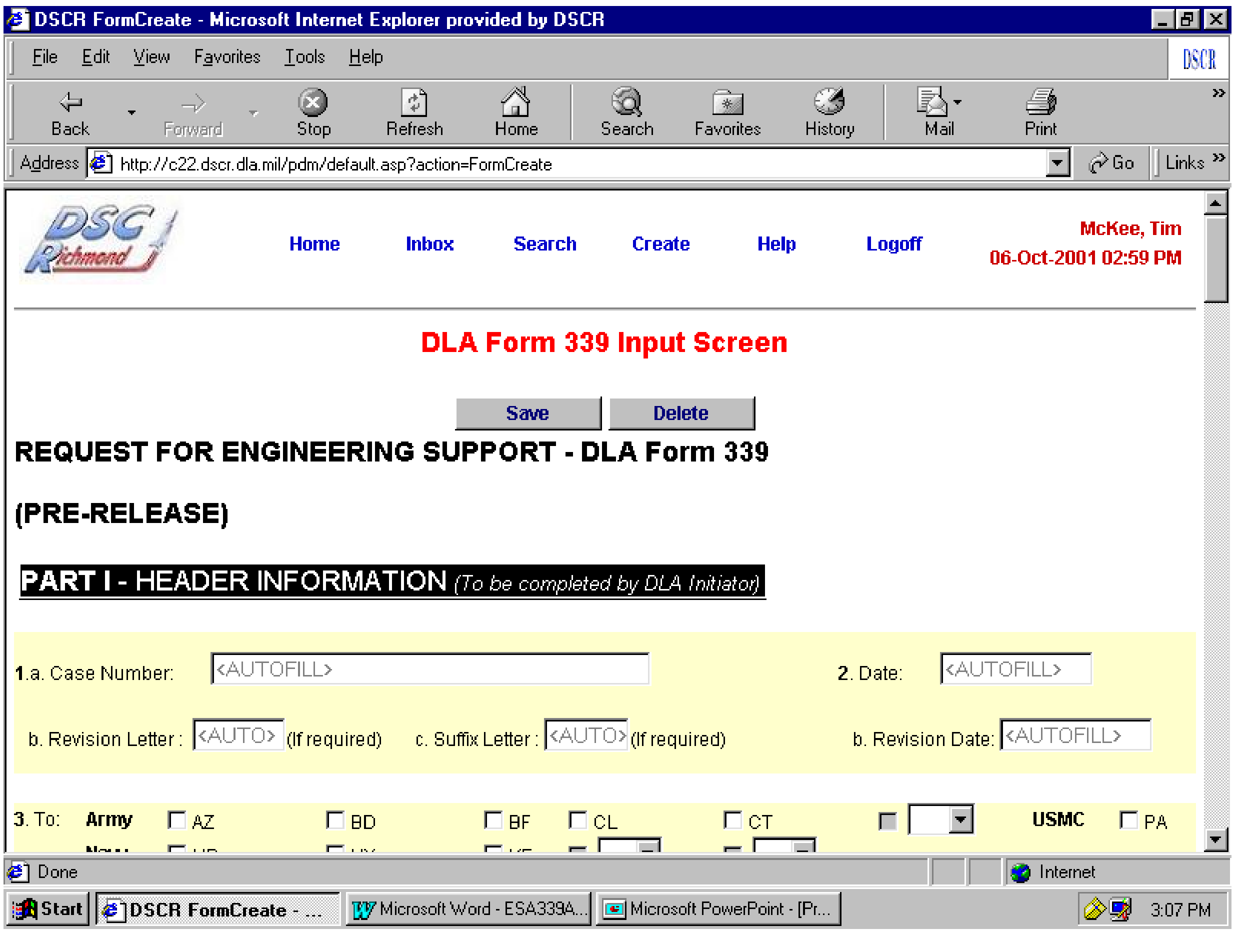


Figure 6: DLA Form 339 Validation Screen

Once the Initiator saves the completed form in the system, a DLA Form 339 Validation Screen is displayed as seen in **Figure 6: DLA Form 339 Validation Screen**. The purpose of the DLA Form 339 Validation Screen is to show the user what has been saved into the system. It displays in bold all the information that the user entered on the form as well as the "auto-filled" data, and gives the user the ability to verify that the information entered on the screen is accurate.

Also, now displayed is the workflow lifecycle which shows where the DLA Form 339 currently is in the DLA Form 339-workflow process, and who is the current owner of the form. The Initiator has the options:

- **History** - Shows a history of the DLA Form 339.
- **Inbox** - Shows all the DLA Forms 339 that are owned by the Initiator.
- **Modify** - Ability to modify the DLA Form 339.
- **Send for Review** - Sends the DLA Form 339 to the Reviewer for his/her review.
- **Cancel 339** - Cancels the DLA Form 339 out of the system.
- **Print** - User can print the DLA Form 339.

The **History**, **Inbox, Modify**, **Send for Review**, **Cancel 339,** and **Print** command buttons are located at the top and bottom of the screen.

Modify Screen

The Initiator can click the **Modify** command button to modify a completed DLA Form 339 on the Modify Screen as seen in **Figure 7: Modify Screen**. Once modified, the users have the option to Save or Cancel the form. The **Save** and **Cancel** command buttons are located at the top and bottom of the Modify Screen.

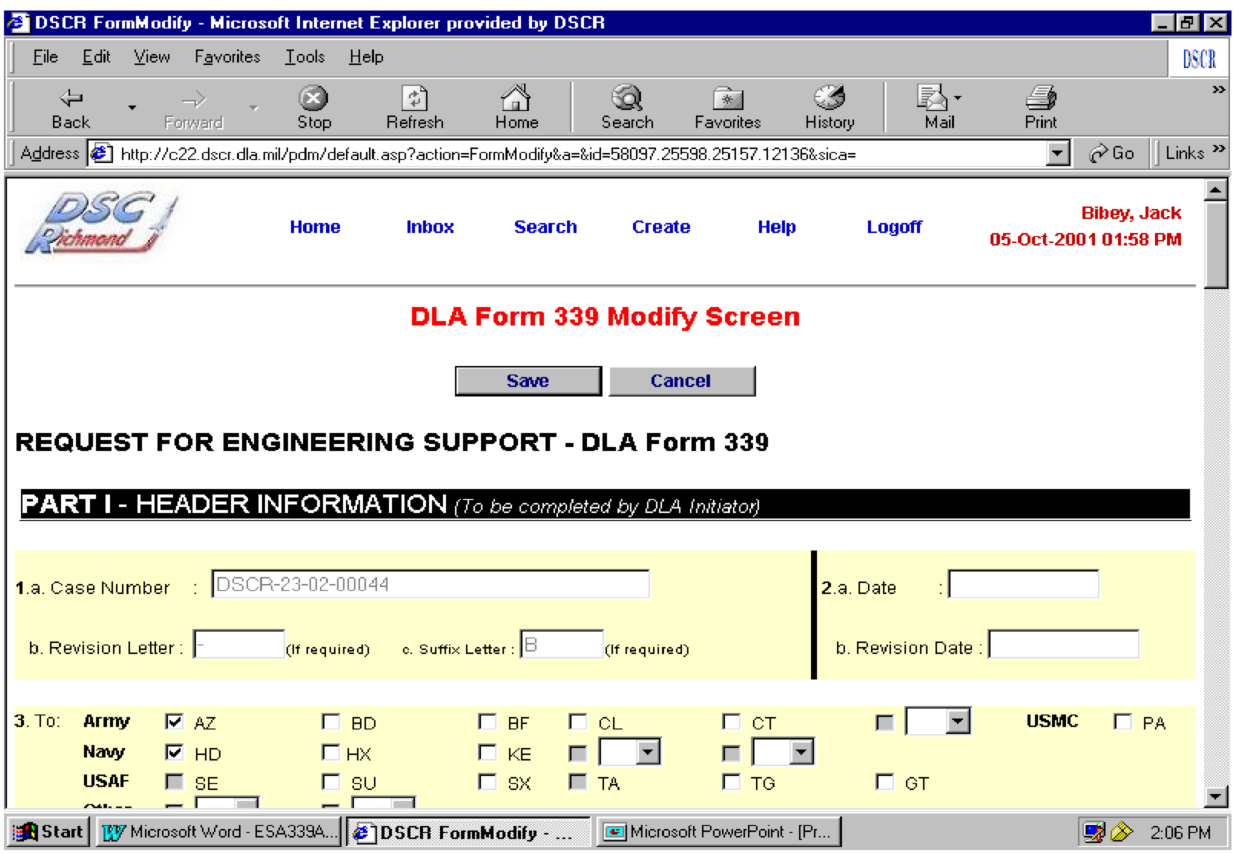


Figure 7: Modify Screen

Save - User can save the modified DLA Form 339 into the System.

Cancel - Cancels a completed DLA Form 339 (case number assigned).

Adding Attachments

A user can add an attachment below **block 17. Enclosures.** Block 17 is for making comments about the attachments added to the DLA Form 339. No text should be entered in the block next to the **Browse** command button.

In order to add an attachment, the user should click the command button **Browse**. A dialog box will be displayed which provides the user the ability to select a file from the **Look in:** drop-down menu as seen in **Figure 8: Choose File Dialog Box**. The user locates the desired file from the local or network drive and selects this file.

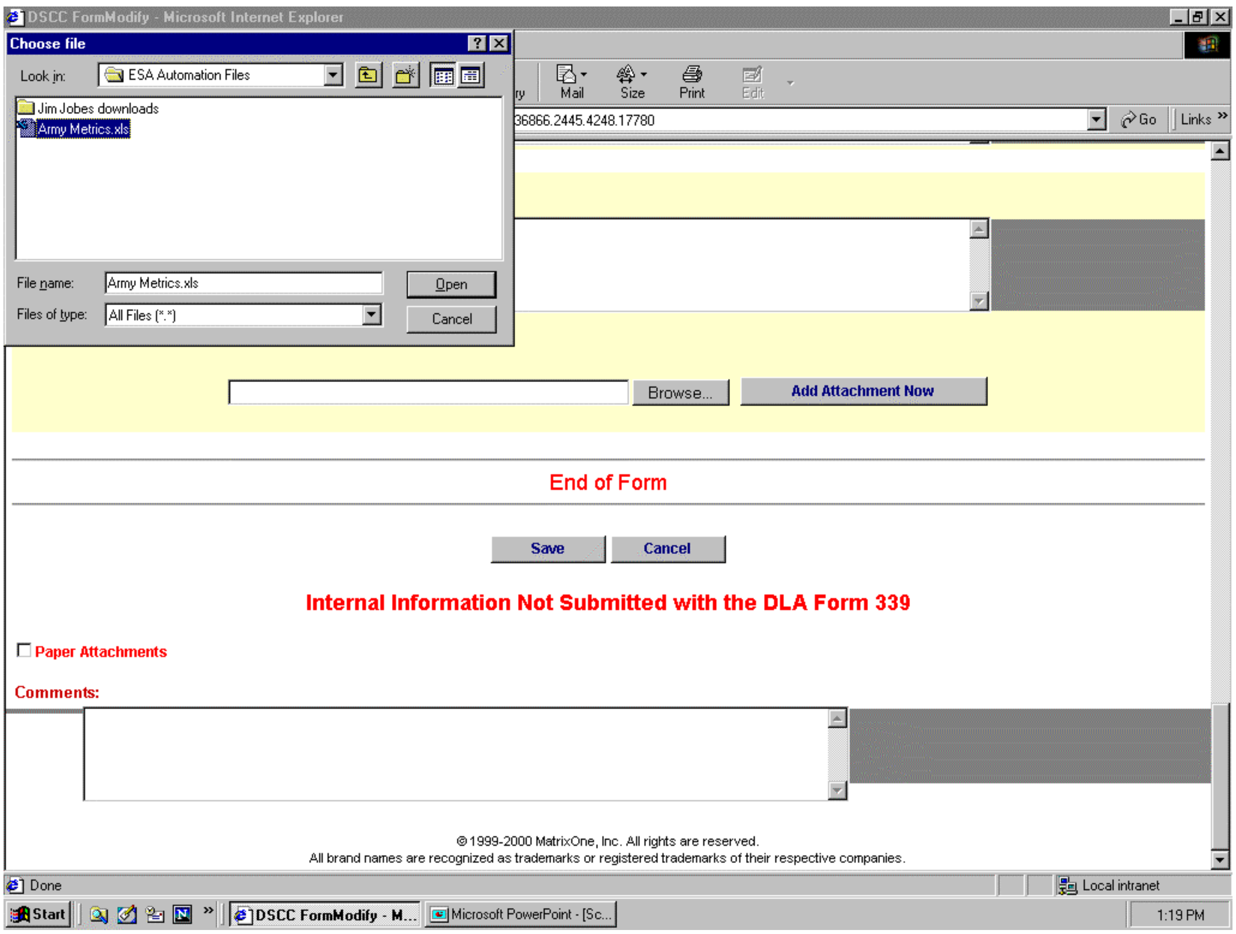


Figure 8: Choose File Dialog Box

The user clicks **Open** in the dialog box and the filename appears in block 17 as seen in **Figure 9: File Selection**.

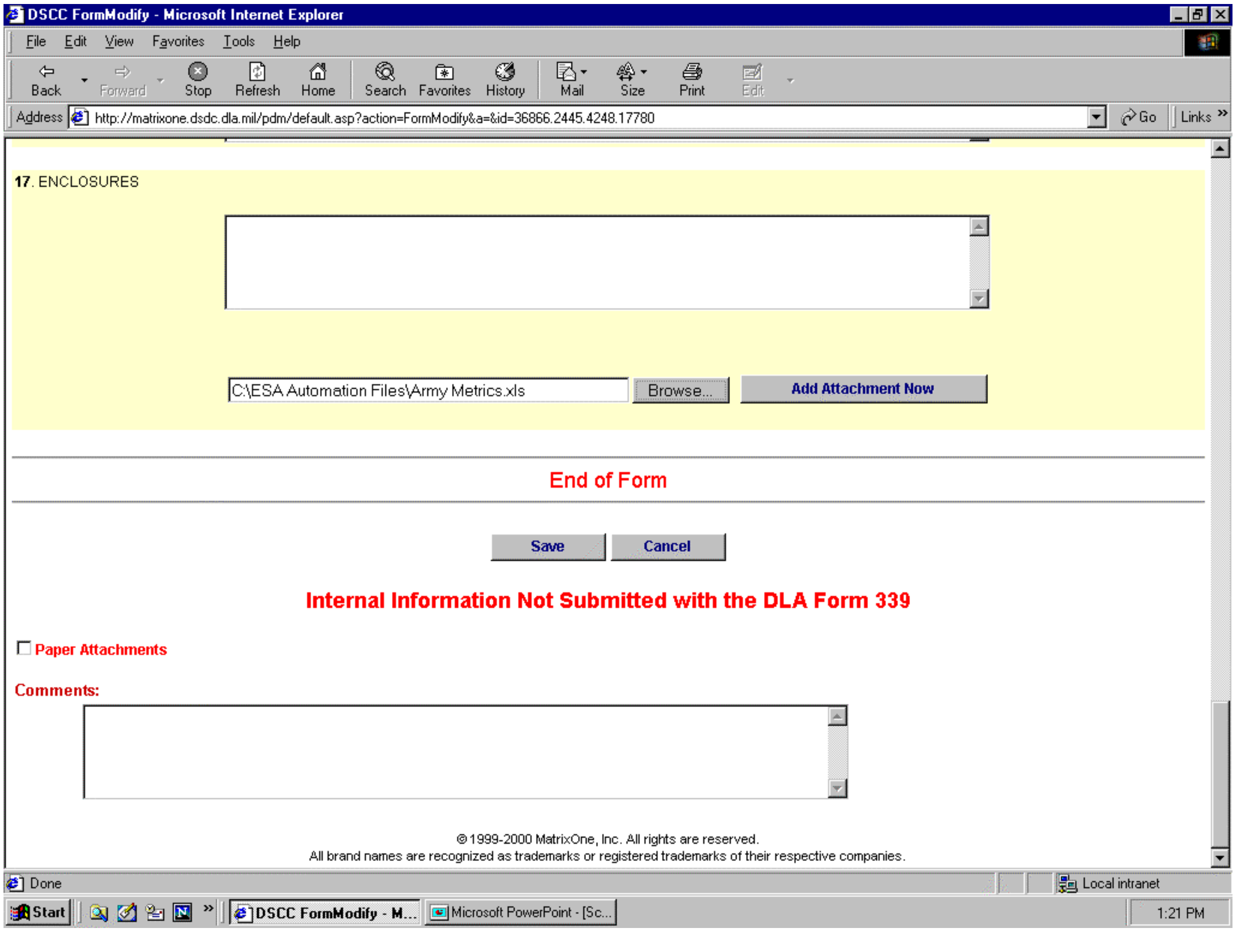


Figure 9: File Selection

Once the file name appears, the user clicks the command button, **Add Attachment Now.** The file is attached and displayed on the DLA Form 339 as an icon as seen in **Figure 10: Adding an Attachment**. The user clicks **Save** at the top or bottom of the Screen to save the DLA Form 339 with attachments.

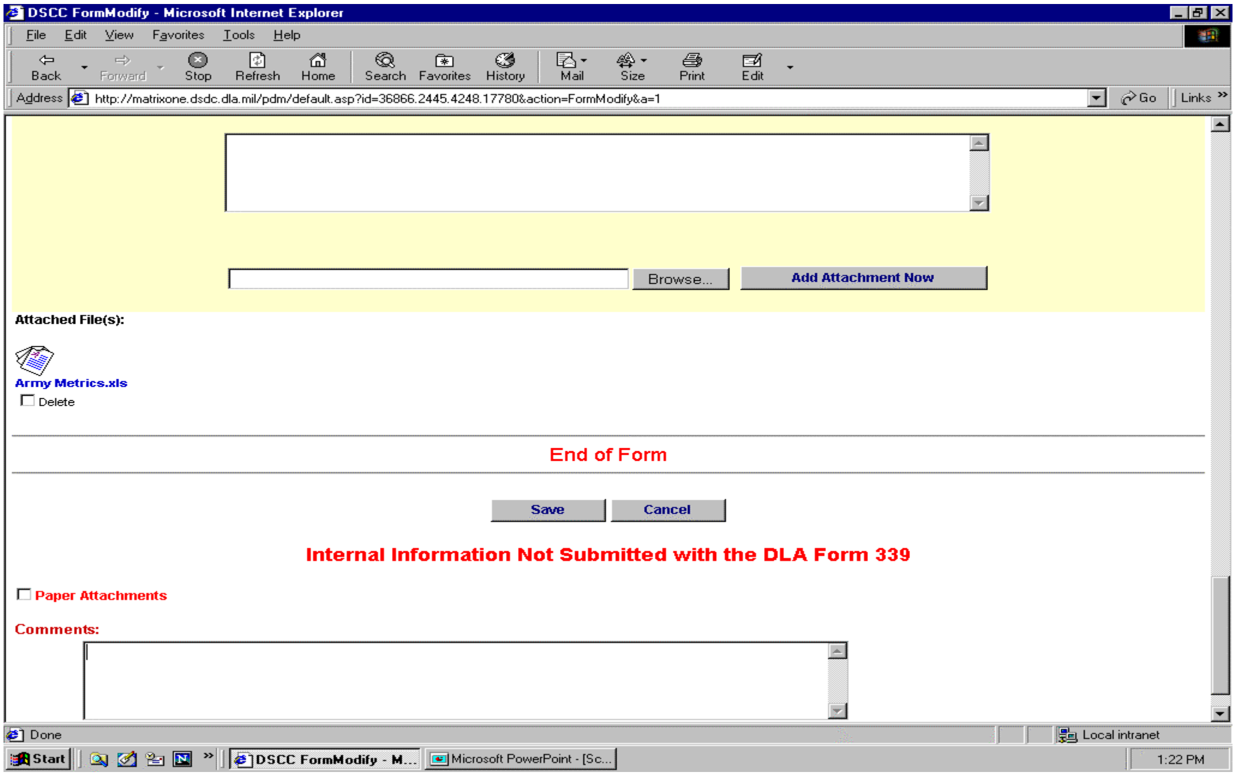


Figure 10: Adding an Attachment

The attachment can be double-clicked to bring it up in the application for viewing as seen in **Figure 11: Viewing an Attachment**. To delete the attachment, click the checkbox labeled **Delete** located under the attachment and select **Save** at the top or bottom of the screen.

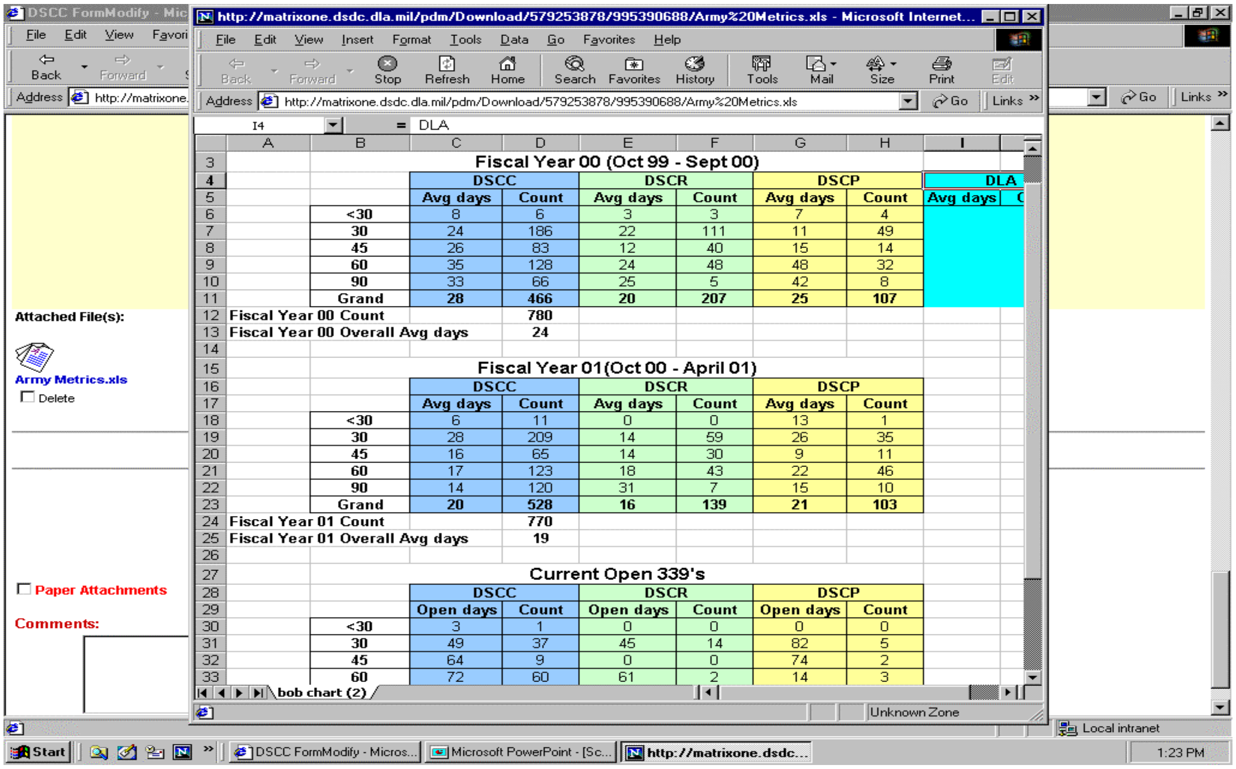


Figure 11: Viewing an Attachment

Non-electronic Attachments

For paper attachments that are too large to attach to the DLA Form 339 electronically, the User clicks the **Paper Attachments** checkbox located at the bottom of the screen to mark the DLA Form 339 as having a non-electronic attachment as seen in **Figure 12: Paper Attachments**.

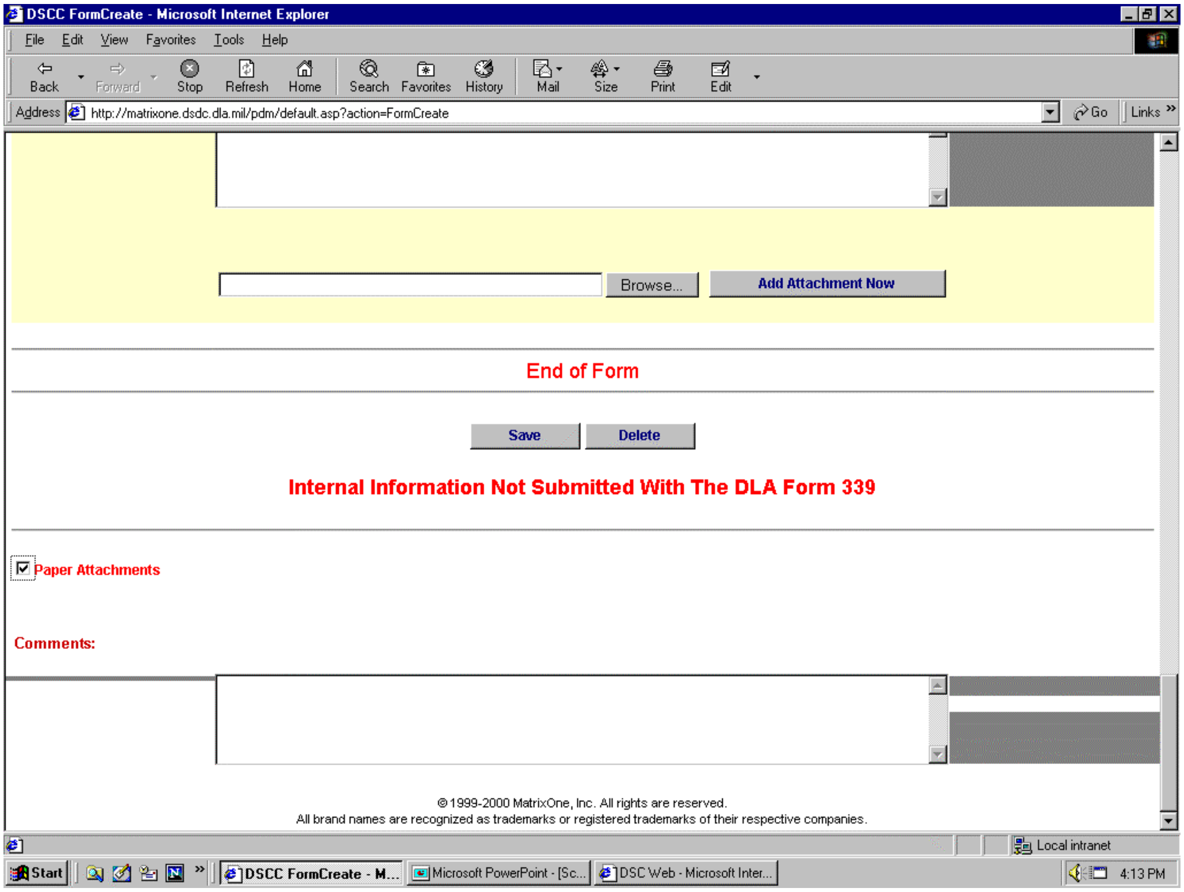


Figure 12: Paper Attachments

A non-electronic attachment would be a large paper attachment, a sample part, or anything that cannot be added as an electronic file. The User clicks the **Save** command button and the DLA Form 339 is marked as having a paper attachment on the DLA Form 339 Validation Screen as seen in **Figure 13: DLA Form 339 Validation Screen**.

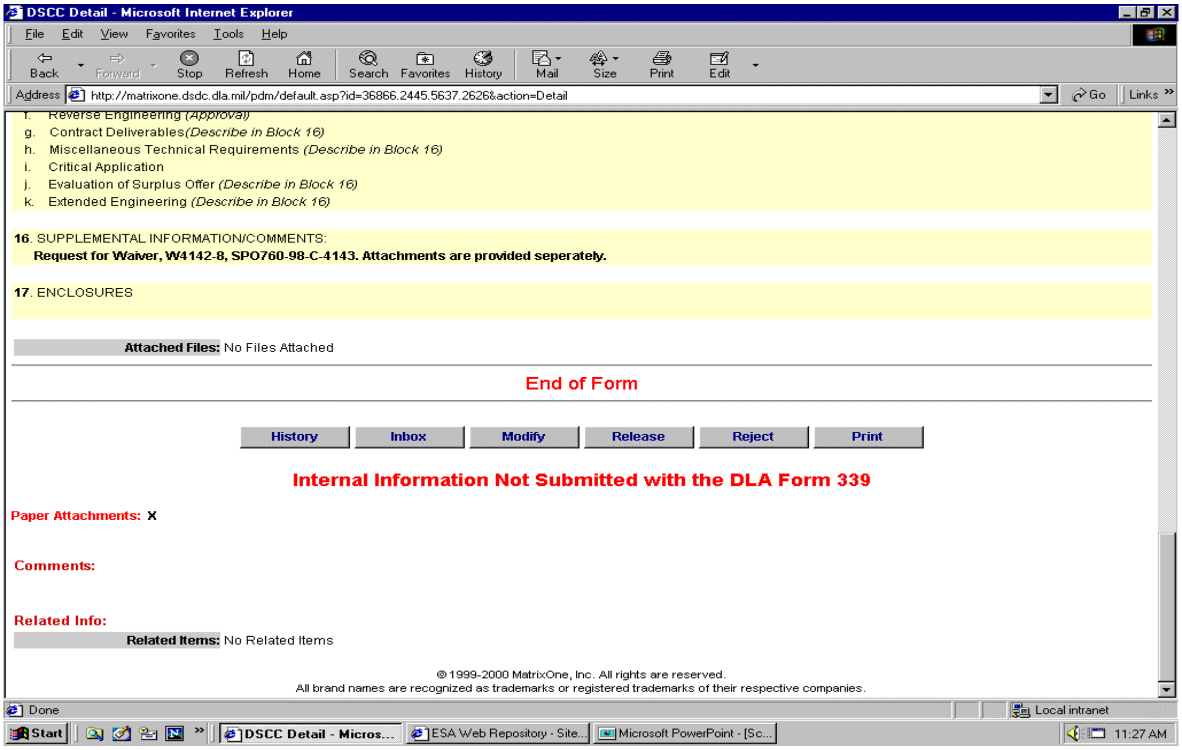


Figure 13: DLA Form 339 Validation Screen

This also appears in a checkbox marked in the Inbox Screen as seen in **Figure 14: Inbox Screen**.

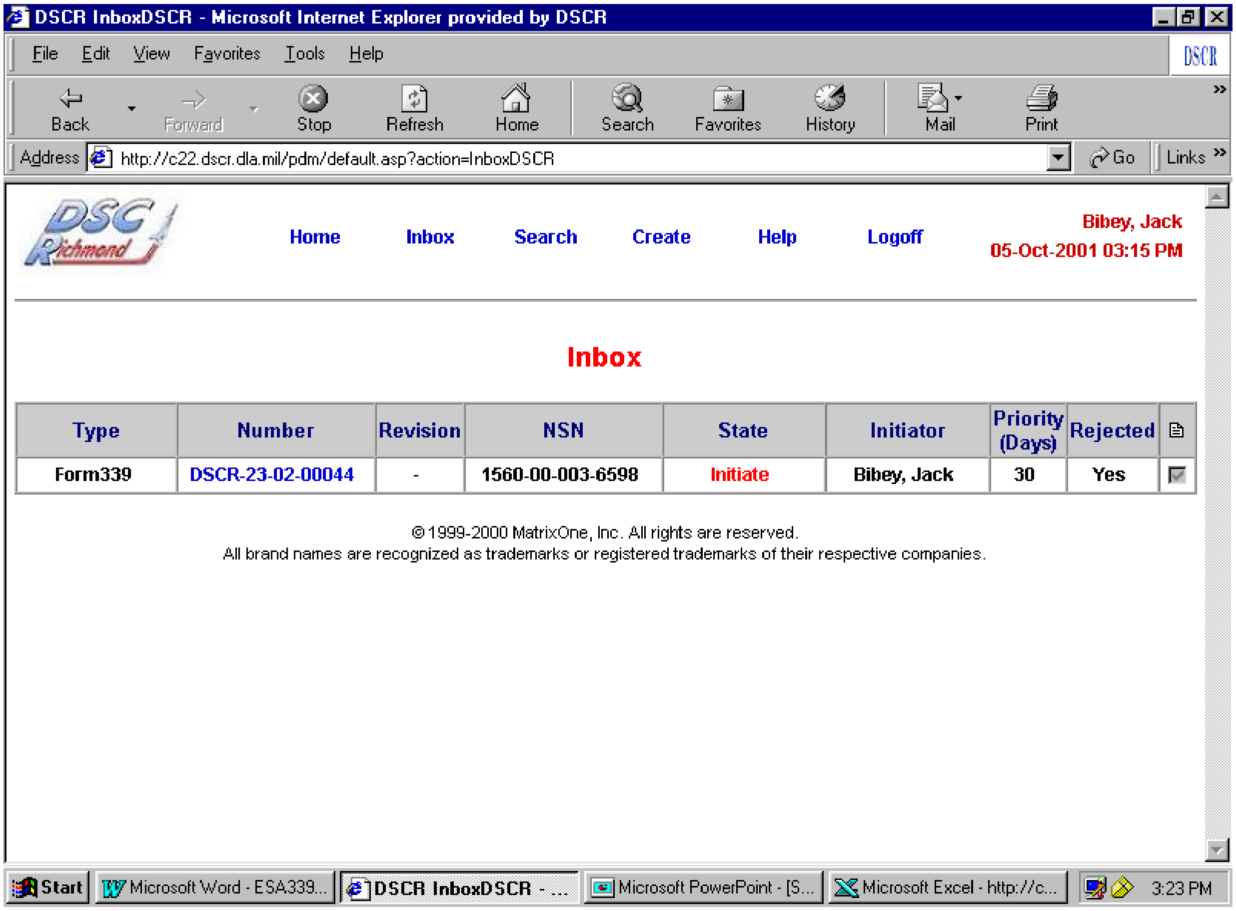


Figure 14: Inbox Screen

DLA Form 339 Response(s) from Engineering Support Activity (ESA)

The responses from the Engineering Support Activity (ESA) will be received in the Initiator's Inbox indicated with the Type '339_Response' as seen in **Figure 15: Inbox Screen**. In addition to seeing the responses in their Inbox, the Initiator will also receive an email notification that he/she received a response from the ESA.

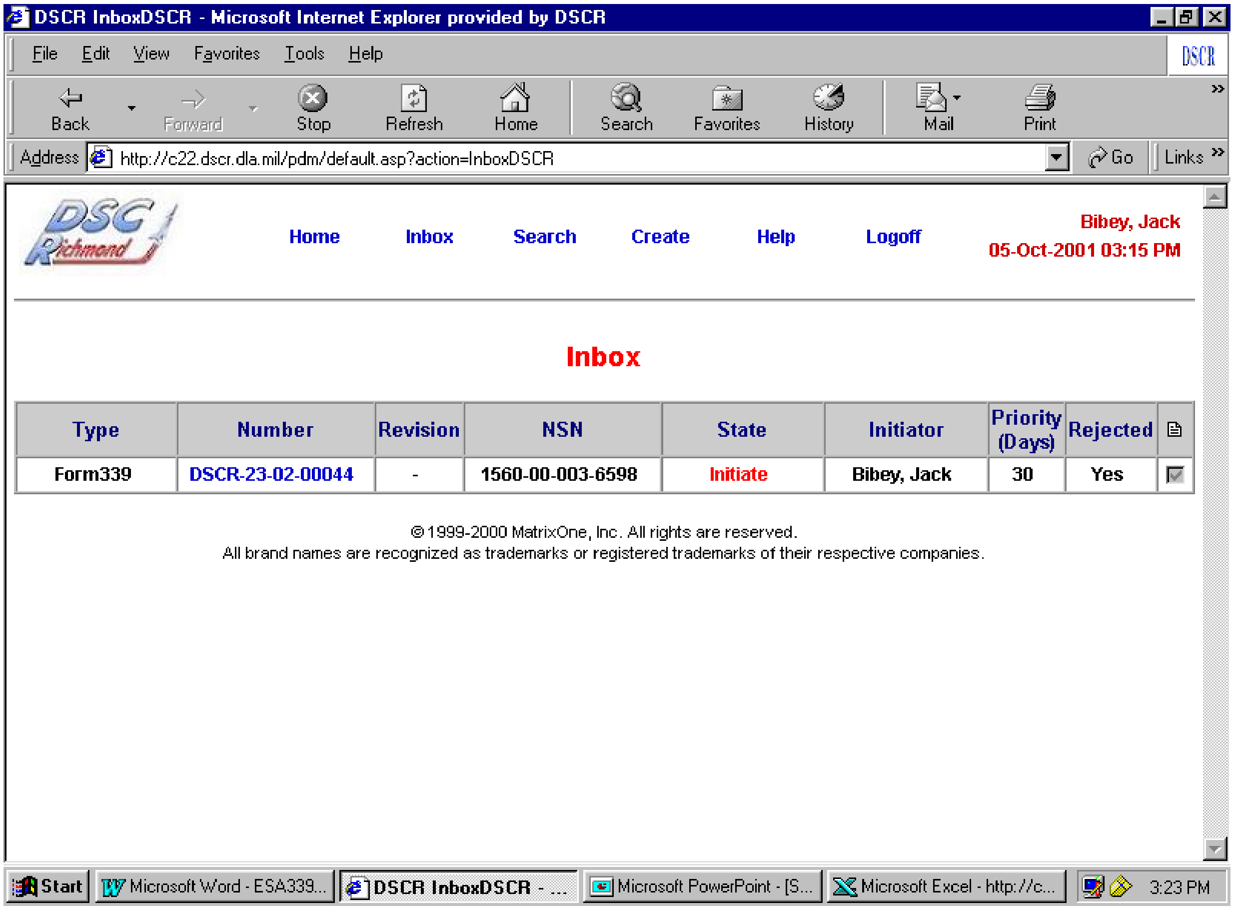


Figure 15: Inbox Screen

The Initiator selects a response and it is brought up in the application as seen in **Figure 16: DLA Form 339 Response Screen**. The user has the options:

- **Part I&II -** Takes the user to the Part I and Part II of the DLA Form 339.
- **History** - View a history of the DLA Form 339 Response.
- **Close** - The Owner of the DLA Form 339 closes the DLA Form 339 Response. Closing all responses will automatically close the original DLA Form 339.
- **Revise** - Creates a revision of the DLA Form 339 and assigns a revision letter to the case number such as ‘A’.
- **Reassign** - Reassigns the Response to the user selected.
- **Print** - User can print the DLA Form 339.

The **Part I&II, History**, **Close, Revise**, **Reassign,** and **Print** command buttons are located at the top and bottom of the screen.

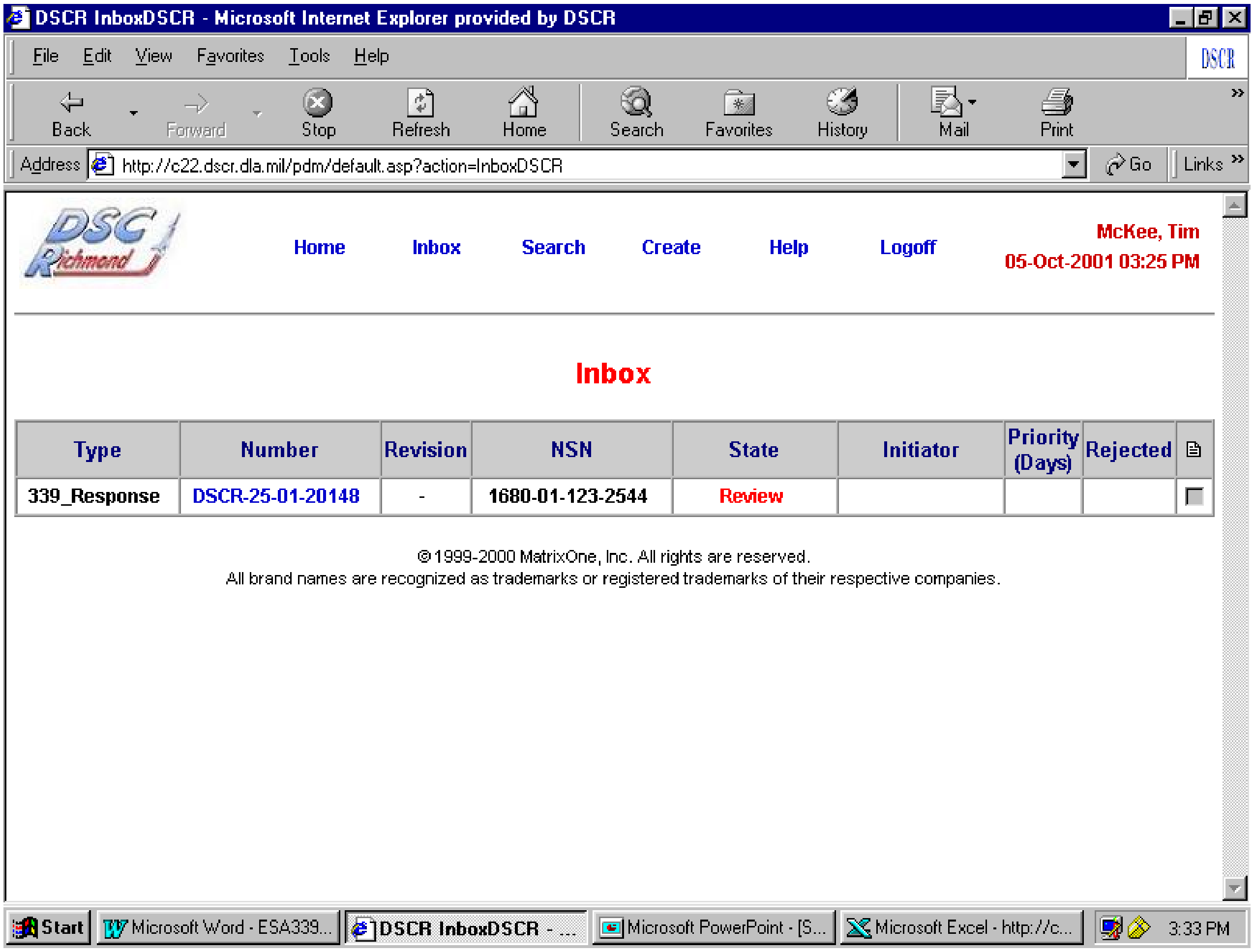


Figure 16: DLA Form 339 Response Screen

The responses from the Engineering Support Activity (ESA) are attached at the bottom of the DLA Form 339 under **'Related Info:'** as seen in **Figure 17: DLA Form 339 Validation Screen**. These are displayed as the **Type**, **Case Number**, **Rev**, **ESA Office**, and **Status**.

These displayed results of the DLA Form 339 Response are defined as:

- **Type** - Category that, in this instance, would be '339_Response'.
- **Case Number** - Unique identifier of the DLA Form 339 Response.
- **Rev** - Revision of the DLA Form 339 Response if applicable.
- **ESA Office** - ESA Office that returned the DLA Form 339 Response.
- **Status** - DLA Form 339 current workflow stage.

Each of these responses is assigned a unique case number, indicated in blue, which can be selected in the application.

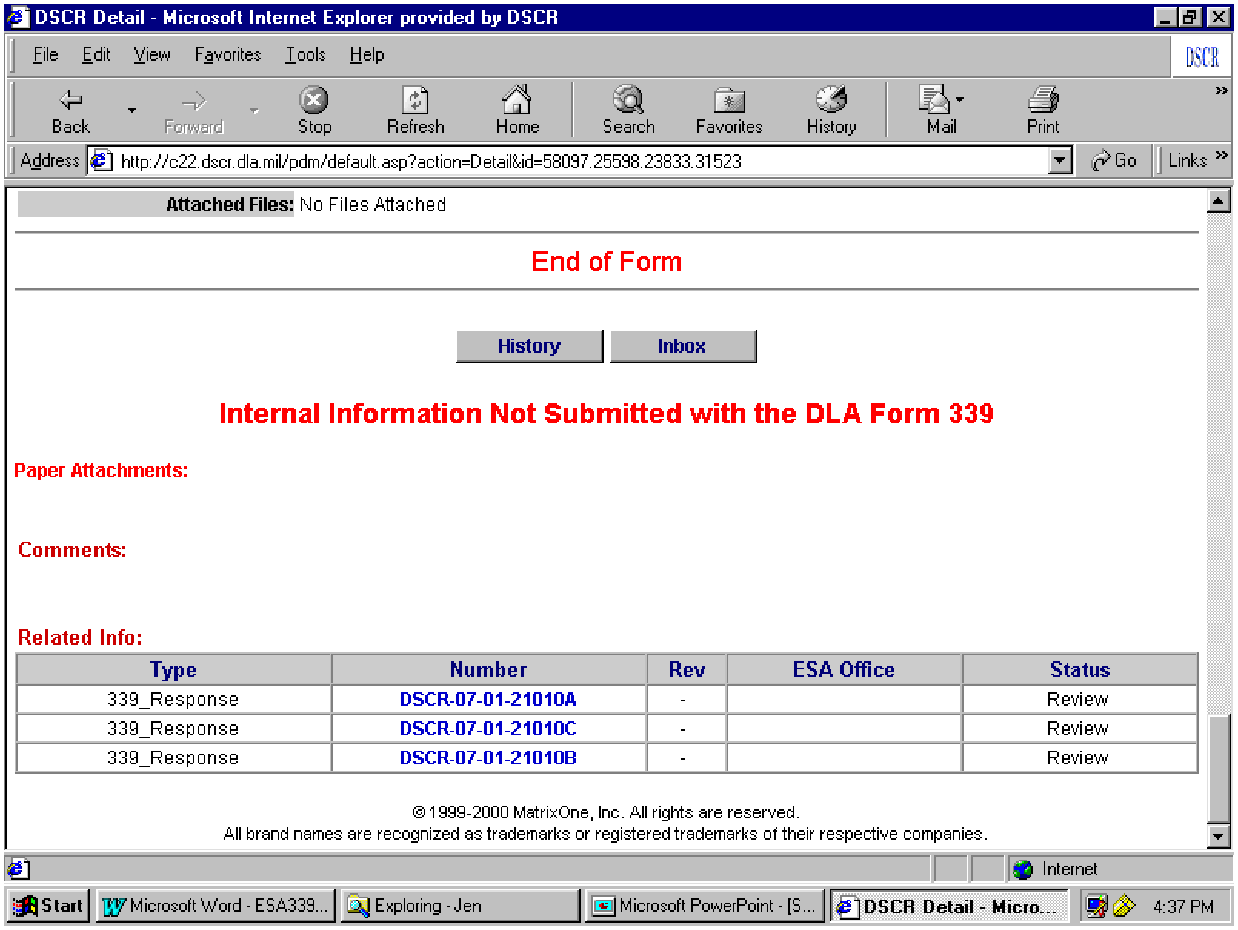


Figure 17: DLA Form 339 Validation Screen

Revision

A DLA Form 339 can be revised after it has been returned from the Engineering Support Activity (ESA). The user selects a DLA Form 339 response that has been returned from the ESA. To revise, the user clicks the **Revise** command button located at the top and/or bottom of the screen as seen in **Figure 18: Creating a Revision**.

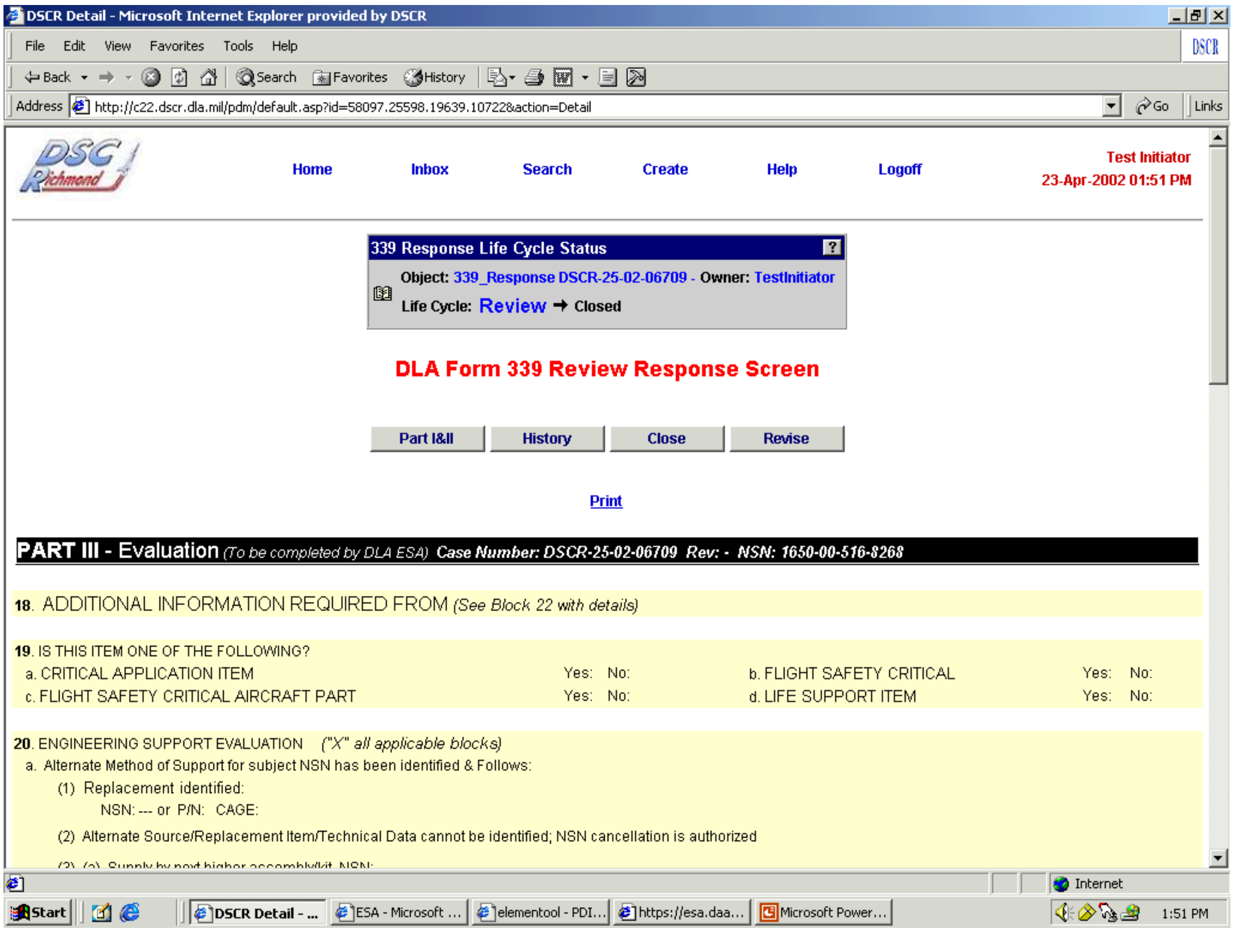


Figure 18: Creating a Revision

For DLA Forms 339 that were sent to multiple activity codes (SICAs), such as SX, HD, and GT, each response will be revised separately. A Revision of the DLA Form 339 is created for only the particular response selected and assigned a revision letter. The first response revised will be revision "A," the second response revised will be revision "B," and the third response revised will be revision "C." The user selects **Save** at the top and/or bottom of the screen to save the revision into the application as seen in **Figure 19: Saving a Revision**.

Revision Example:

The original DLA Form 339 sent to KE with Case Number DSCR-25-01-20148. The revised DLA Form 339 has been assigned Case Number DSCR-25-01-20148 Rev A and it will be sent to KE for revision.

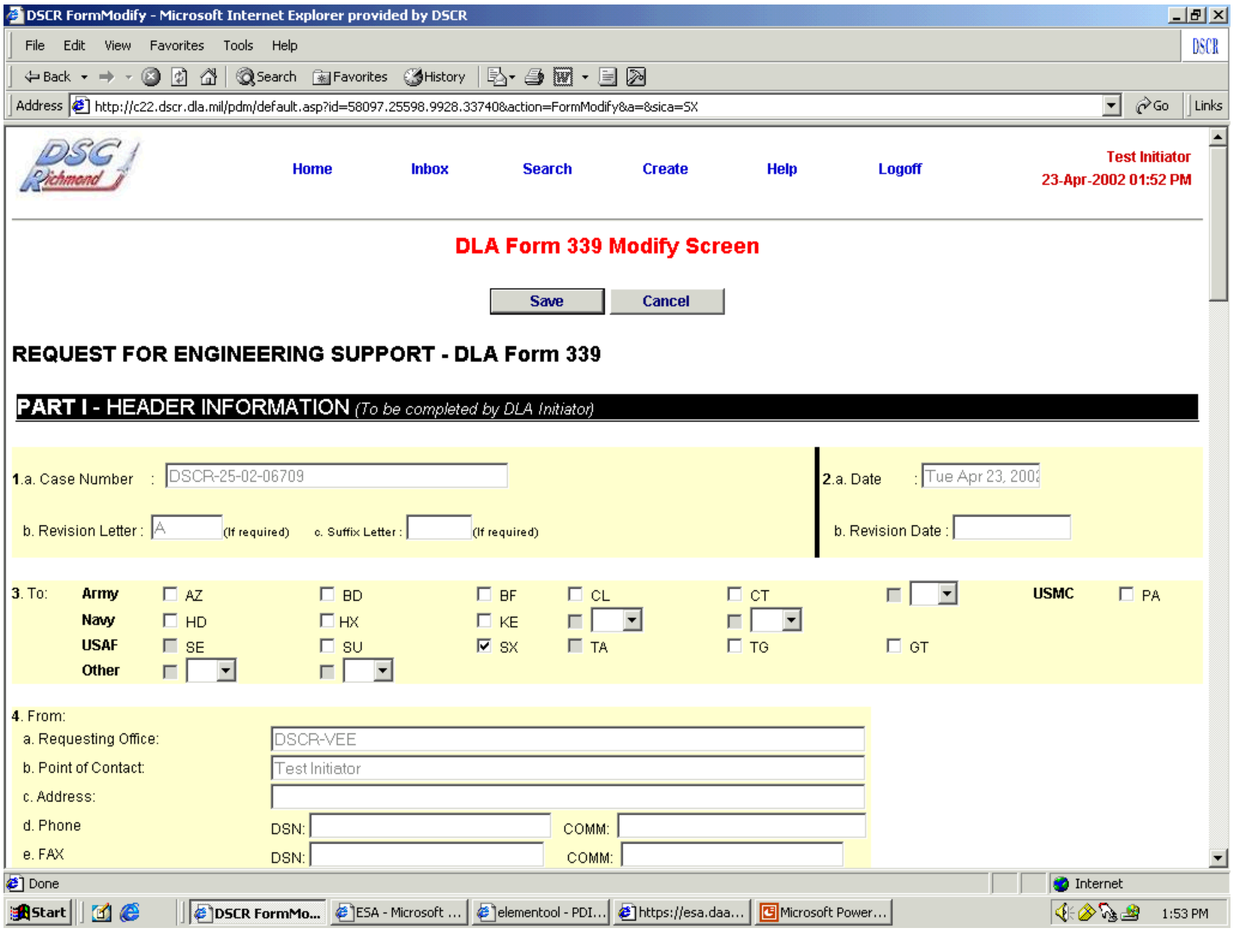


Figure 19: Saving a Revision

Once the Revision has been saved into the application, the DLA Form 339 Validation Screen shows that the revision has been saved as seen in **Figure 20: DLA Form 339 Validation Screen**. This starts the revised DLA Form 339 through the normal workflow process as though it was a new DLA Form 339.

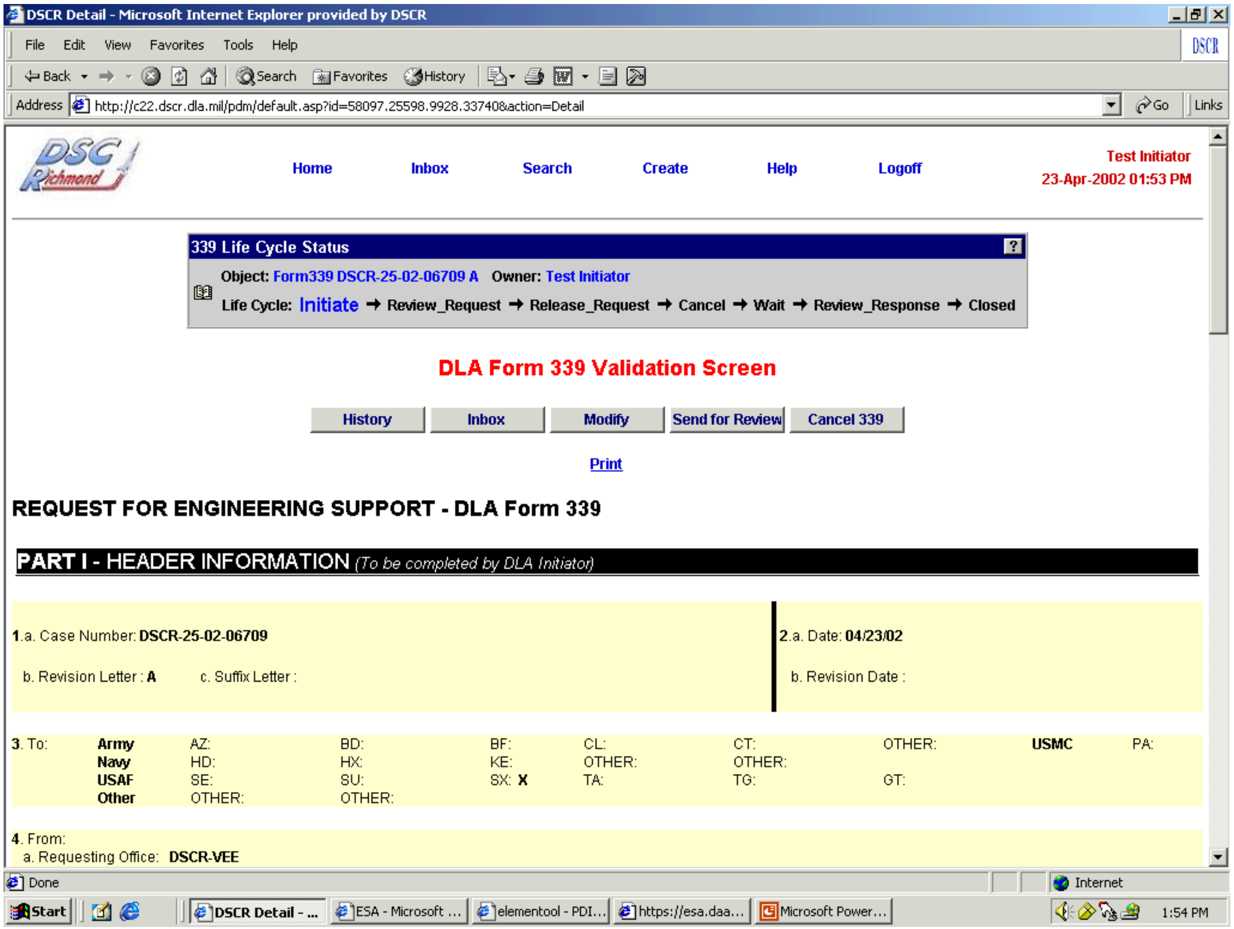


Figure 20: DLA Form 339 Validation Screen

Close DLA Form 339 Response

A DLA Form 339 can be closed in the ESA System once all the responses have been sent back from the ESAs and these are all individually closed. Once all of the Responses have been closed, the original DLA Form 339 will be automatically closed.

The user selects the response and it is brought up in the application as seen in **Figure 21: DLA Form 339** Response.

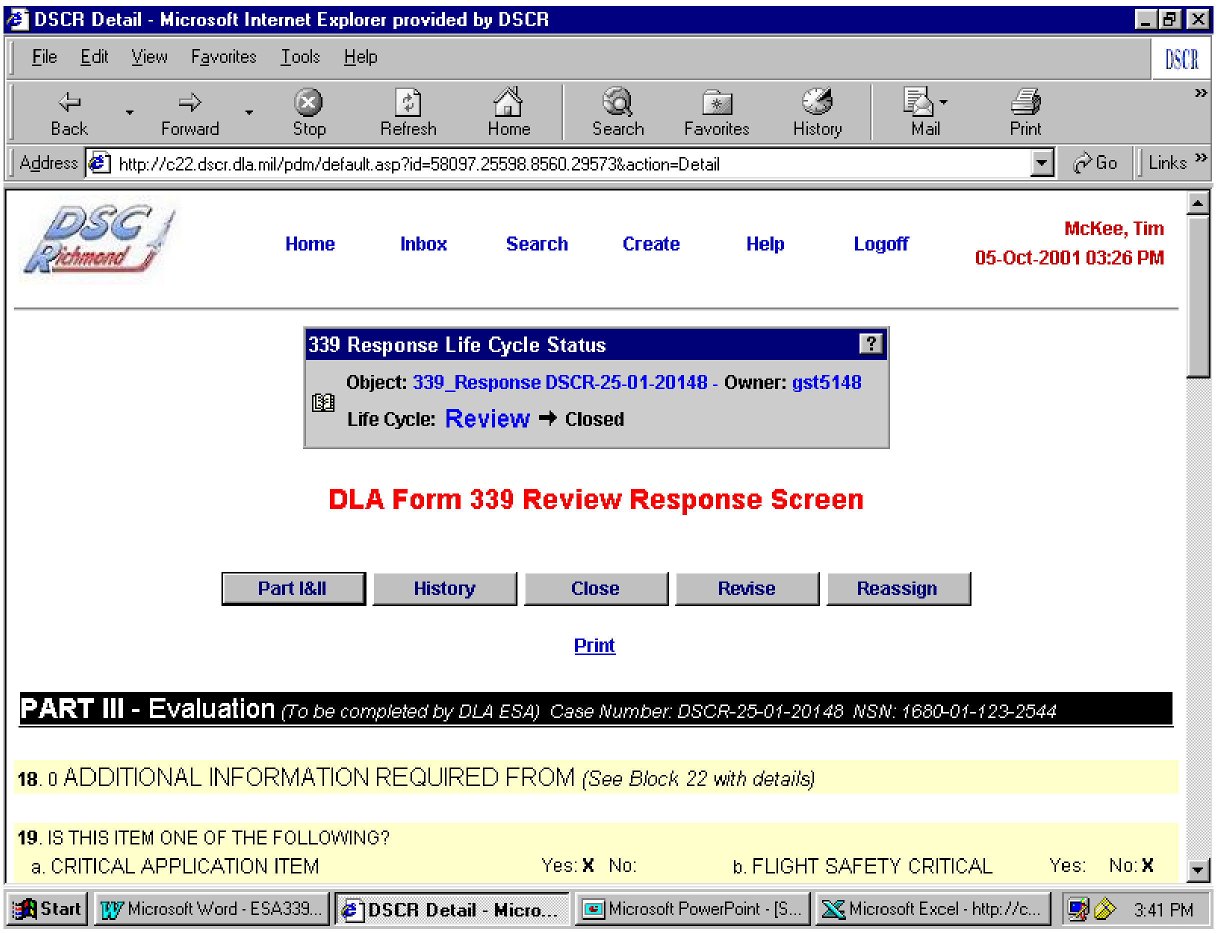


Figure 21: DLA Form 339 Response

The user selects the **Close** command button, which will close the selected Response. The status will change to the Closed state as seen in **Figure 22: Closed DLA Form 339 Response**.

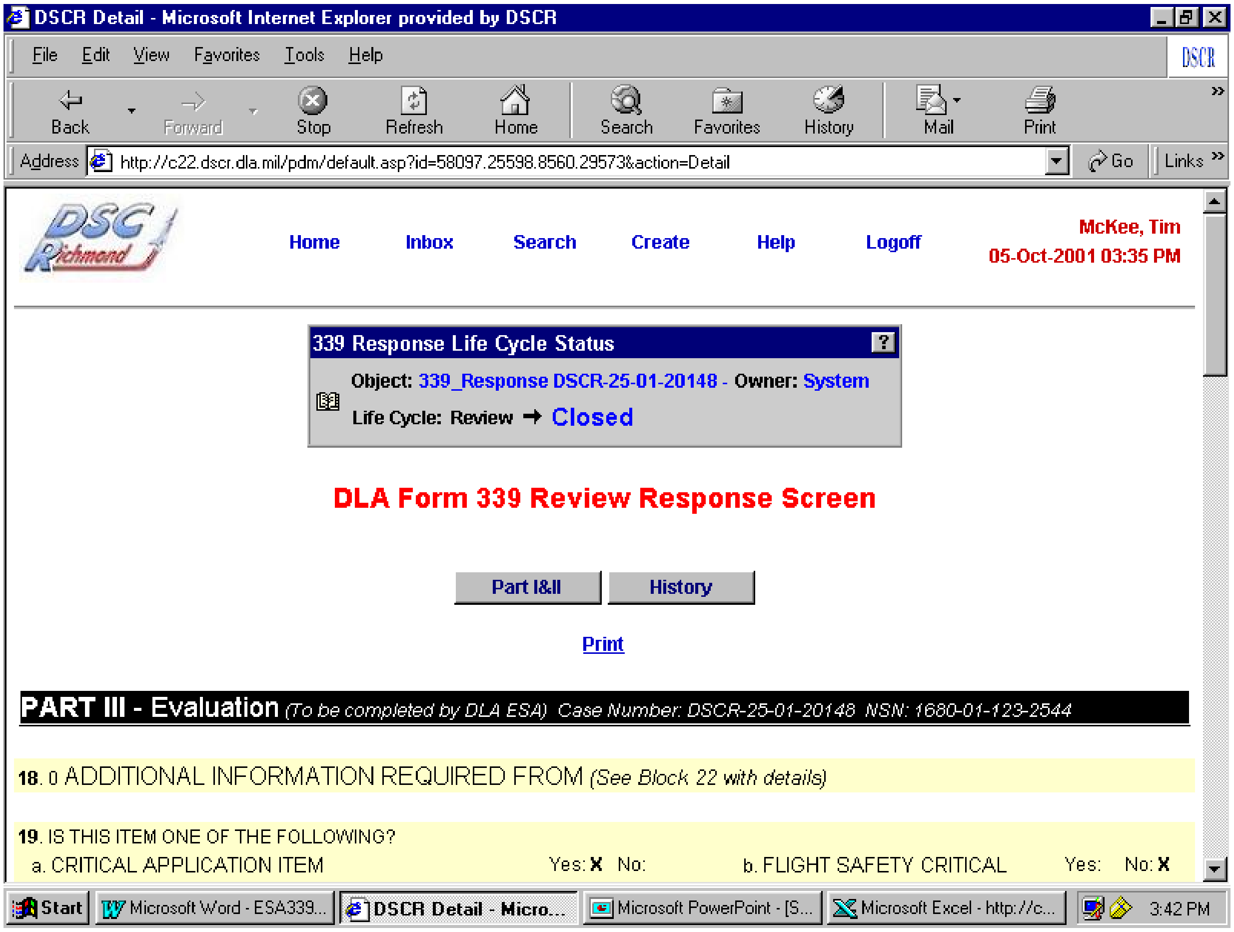


Figure 22: Closed DLA Form 339 Response

Reviewer Screen

The Reviewer Screen is displayed when the Reviewer is logged into the application. They are initially taken into his/her Home Screen. Once the Reviewer selects a DLA Form 339 from their **Inbox** for review, they are brought to the DLA Form 339 Validation Screen as seen in **Figure 23: Reviewer DLA Form 339 Validation Screen**. The reviewer has the options:

- **History -** See a history of the DLA Form 339.
- **Inbox** - Shows all the DLA Form 339s that are owned by the Reviewer.
- **Modify** - Ability to modify the DLA Form 339.
- **Approve** - Approve the DLA Form 339, which sends it to the Focal Point along the DLA Form 339-workflow.
- **Reject** - Reject the DLA Form 339, which sends it back to the Initiator.
- **Cancel 339** - Cancels a DLA Form 339 out of the system.
- **Print** - Users can print the DLA Form 339.

The **History, Inbox**, **Modify**, **Approve**, **Reject**, **Cancel 339,** and **Print** command buttons are located at the top and bottom of the screen.

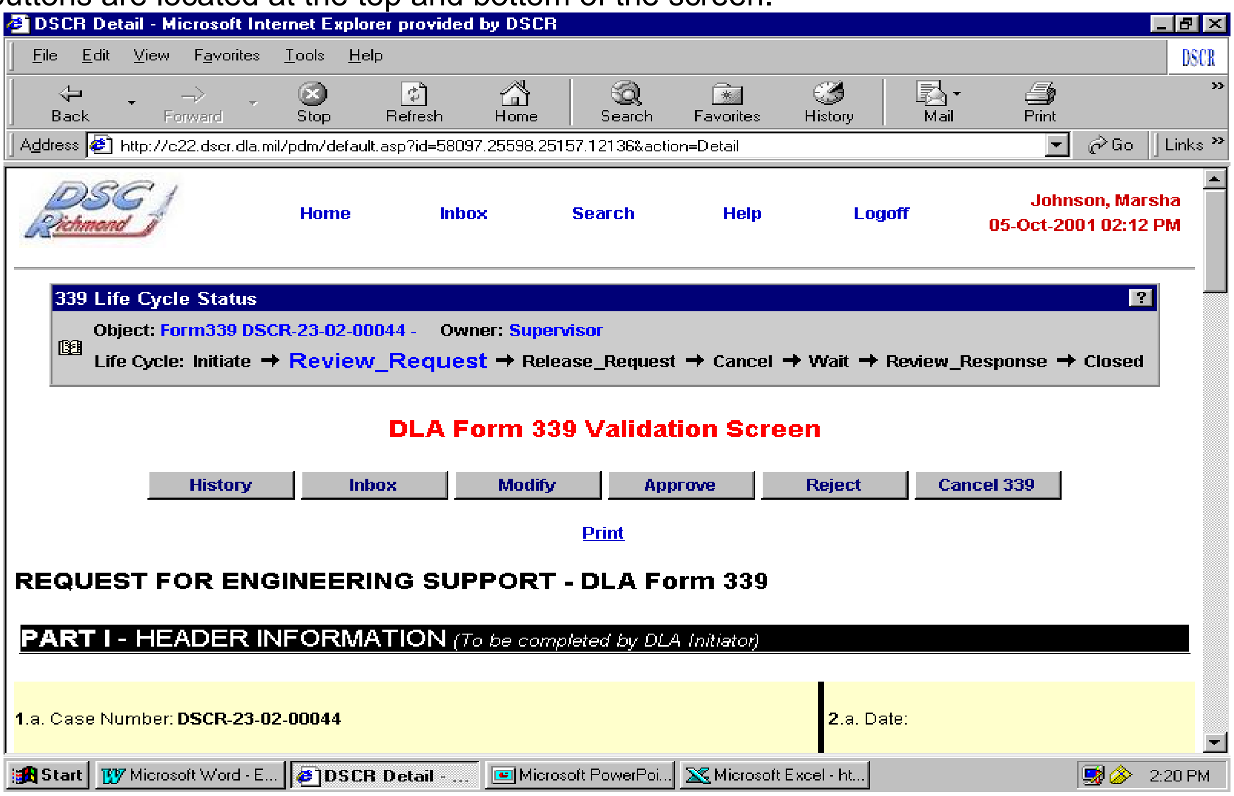


Figure 23: Reviewer DLA Form 339 Validation Screen

Focal Point Screen

The Focal Point Screen is displayed when the Focal Point role is logged into the application. The first screen that the Focal Point will come to is the Home Screen. The Focal Point selects a DLA Form 339 from his/her **Inbox** and is brought to the Focal Point 339 Validation Screen as seen in **Figure 24: Focal Point 339 Validation Screen**. The Focal Point has the options:

- **History -** See a history of the DLA Form 339.
- **Inbox** - Shows all the DLA Forms 339 that are owned by the Focal Point.
- **Modify** - Ability to modify a DLA Form 339.
- **Release** - Releases the DLA Form 339 to the Engineering Support Activity (ESA).
- **Reject -** Rejects the DLA Form 339, which sends it, back to the Reviewer.
- **Print** - User can print the DLA Form 339.

The **History, Inbox**, **Modify**, **Release**, **Reject,** and **Print** command buttons are located at the top and bottom of the screen.

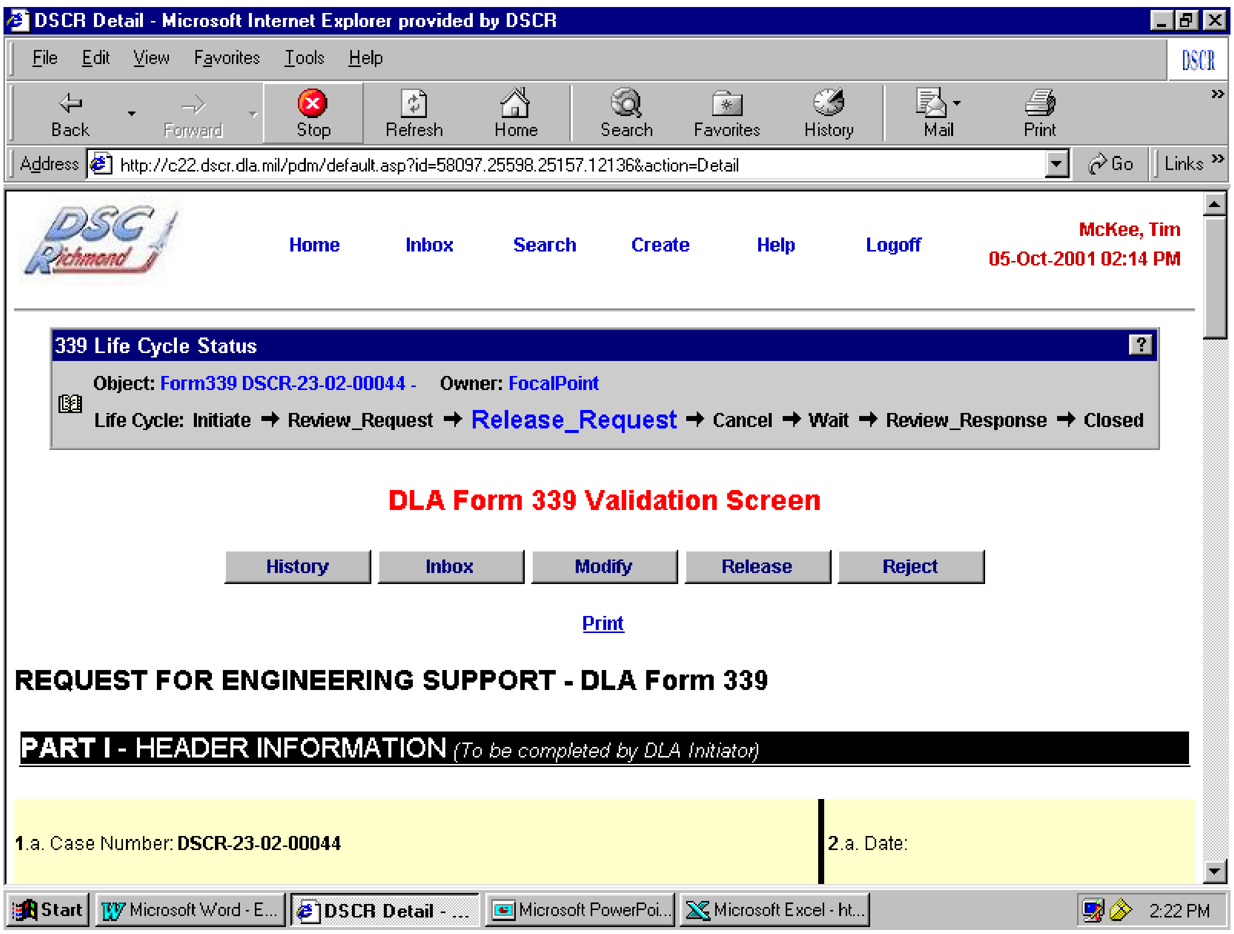


Figure 24: Focal Point 339 Validation Screen

Reject DLA Form 339

The Reviewers and Focal Points can reject a DLA Form 339 along the workflow by clicking the **Reject** button at the top and/or bottom of the screen as seen in **Figure 25: DLA Form 339 Validation Screen**.

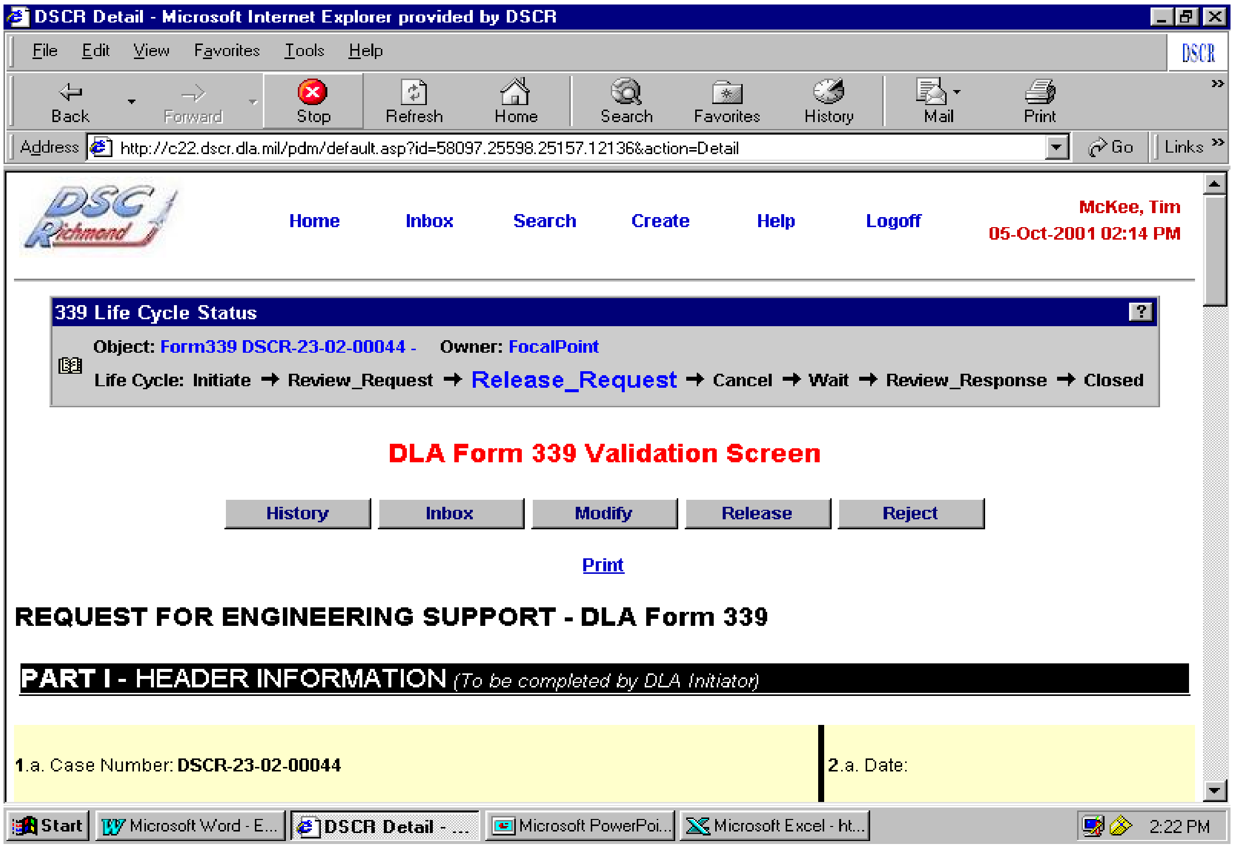


Figure 25: DLA Form 339 Validation Screen

The Reviewer or Focal Point is immediately brought to the **Comments** box in a new browser window. Once they have entered their comments, he/she clicks the **Send** command button to reject the DLA Form 339 as seen in **Figure 26: Add Comments Screen**.

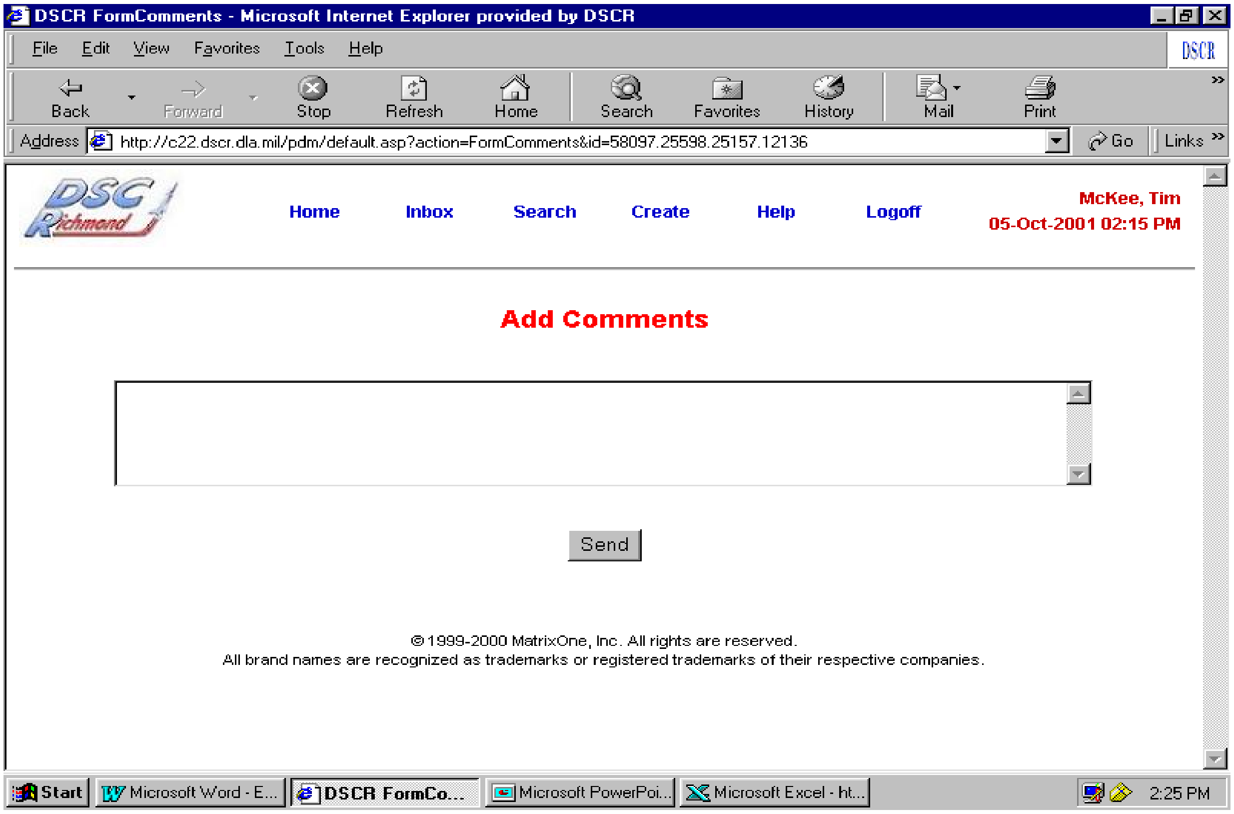


Figure 26: Add Comments Screen

The previous owner of the DLA Form 339 according to the workflow will receive it in his/her Inbox. This will be indicated as rejected with a **Yes** in the Rejected column as seen in **Figure 27: Inbox Screen**. This flag in his/her Inbox indicates to a user whether or not a displayed DLA Form 339 has been rejected. In addition, an email notification will also be sent to the user notifying him/her that a DLA Form 339 has been rejected to them.

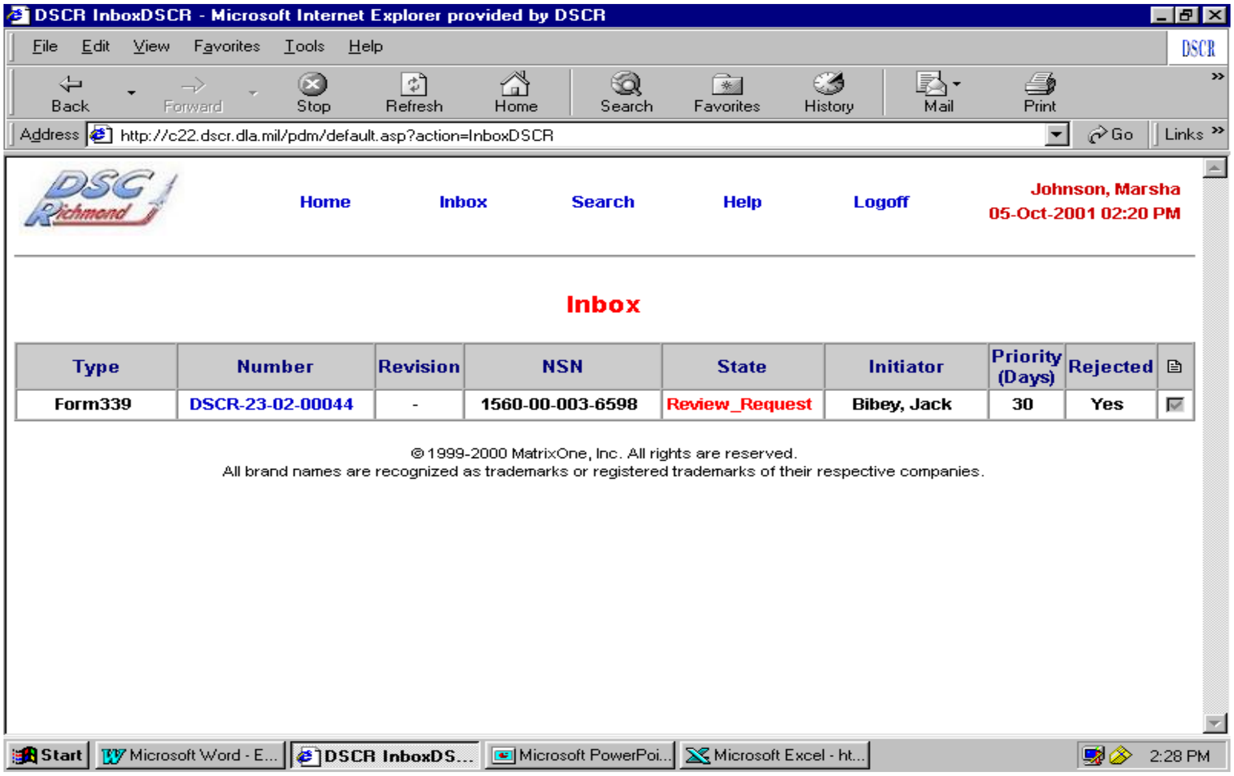


Figure 27: Inbox Screen

Reassignment

Note: The Reassign function is being implemented incrementally in ESA v1.3 and ESA v1.3.1. Therefore, the responses users receive may be somewhat different that those described in this section. Apply normal problem reporting procedures to document any discrepancies identified.

A person can have their work reassigned to another user if necessary. Reassignments can only be made within the same role, for example, from one Initiator to another Initiator but not from an Initiator to a Reviewer. Only Reviewers and Focal Points have the ability to reassign cases. Reassignment can be made for a user's Inbox, on a case-by-case basis, or for a group of cases.

Inbox Reassignment

To reassign a user's entire Inbox, a Reviewer or Focal Point selects **Reassign** from the Home Screen. A Reassign Inbox Screen, as illustrated in **Figure 28: Reassign Inbox Screen**, is displayed. A user's Inbox can be reassigned by selecting that person from the **Reassign From:** drop-down menu and assigned to another person on the **Reassign To:** drop-down menu. To execute the reassignment, the user clicks the **Submit** command button.

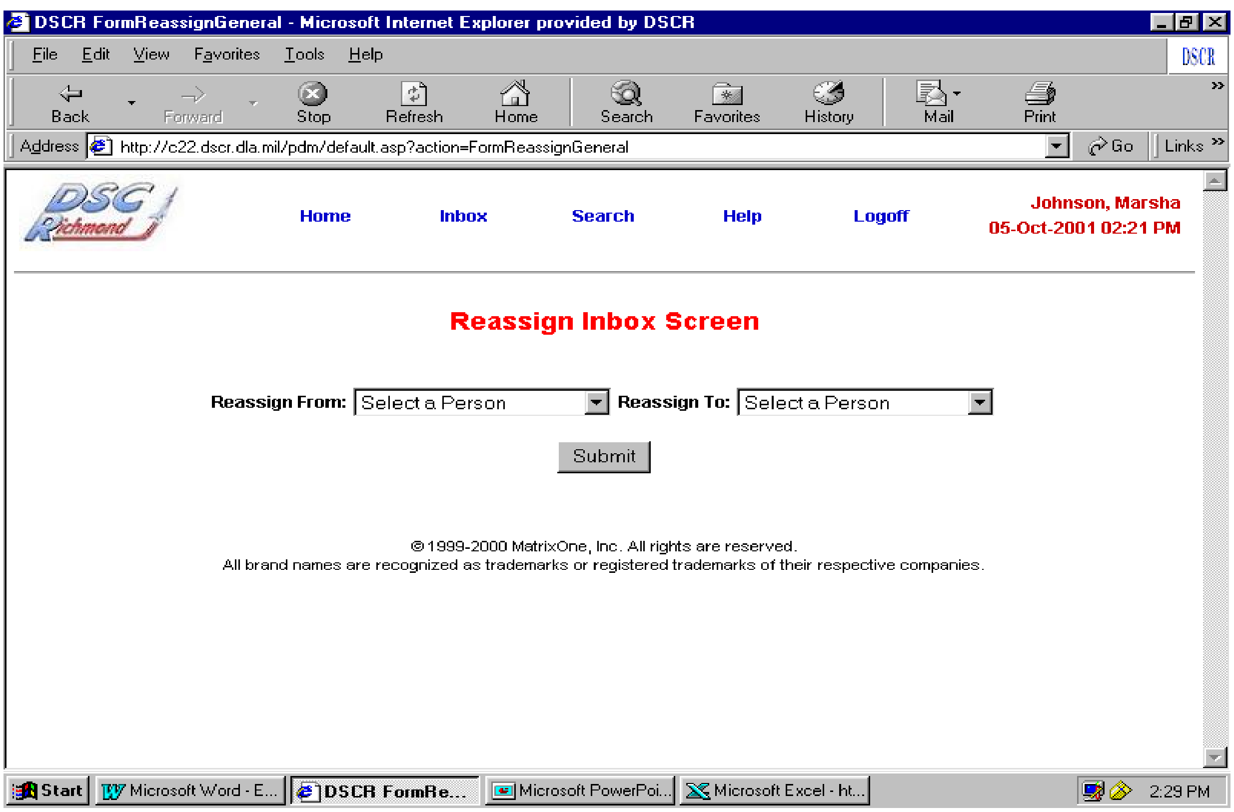


Figure 28: Reassign Inbox Screen

Note that this Inbox reassignment does not permanently reassign a user's Inbox to another user. It only reassigns the cases in that user's Inbox at that time.

Individual Case Reassignment

Individual case reassignments can be made to DLA Form 339 Responses by selecting the DLA Form 339 Response and clicking the **Reassign** button as seen in **Figure 29: DLA Form 339 Response Screen**.

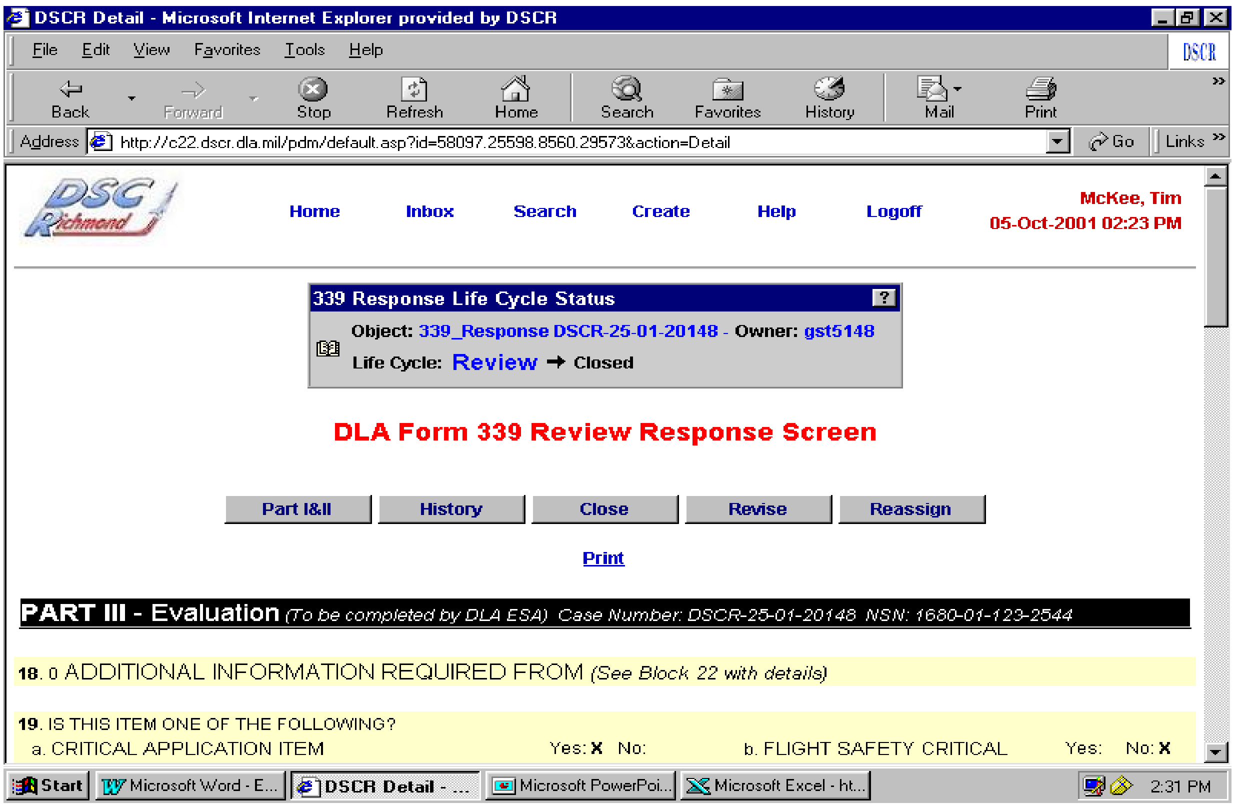


Figure 29: DLA Form 339 Response Screen

Upon clicking the Reassign button, a form allowing selection of the user to reassign to is displayed. **Figure 30: Reassign Screen** illustrates this form.

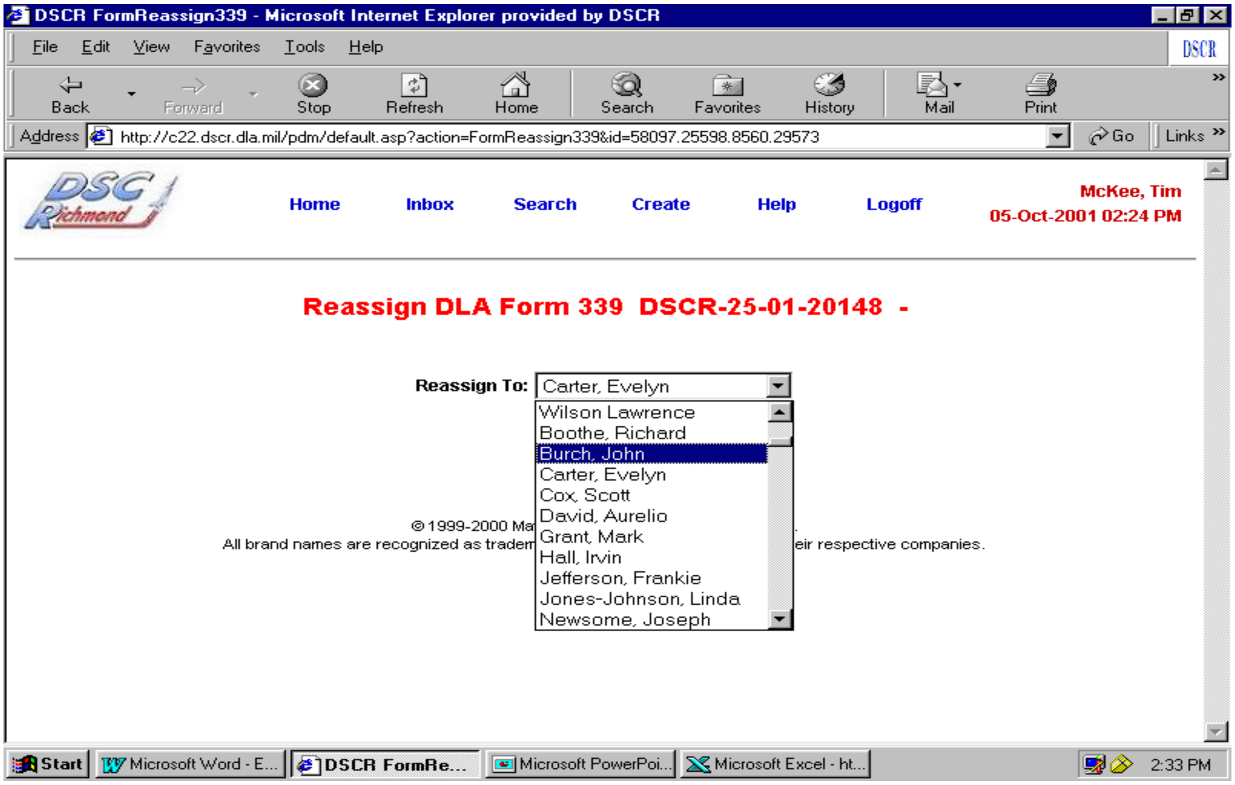


Figure 30: Reassign Screen

The user selects a user from the **Reassign To:** drop-down menu and clicks the **Submit** button. This reassigns the DLA Form 339 or Response to the individual selected. Note that this drop-down menu does not list the names in alphabetical order. For example, in order to find a user named "Rebecca Walker," the user should select the "W" key until the name "Walker, Rebecca" is displayed.

Multiple Case Reassignments

Focal Point users have an additional reassignment capability. Focal Points can select multiple cases from a list of search results and reassign them to an appropriate user. DLA Form 339 Reponses in a **Review_Response** state and DLA Forms 339 in the **Wait** state can be reassigned in this manner. To perform this type of reassignment, and Focal Point user executes a search for the range of cases that need reassignment. The Focal Point user selects multiple cases to reassign by checking the boxes in the left-hand Reassign column provided in the display of search results.

Note that a checkbox is displayed in the left-hand columns only for those cases that can be reassigned. For cases that cannot be reassigned, a cross-out symbol is displayed. After checking the group of cases to be reassigned, the Focal Point user clicks the **Reassign** button located at the top or bottom of the search results list. A reassignment form, illustrated in **Figure 31: Multiple Case Reassignment Form**, provides a drop-down menu of users to which to reassign the group of cases.

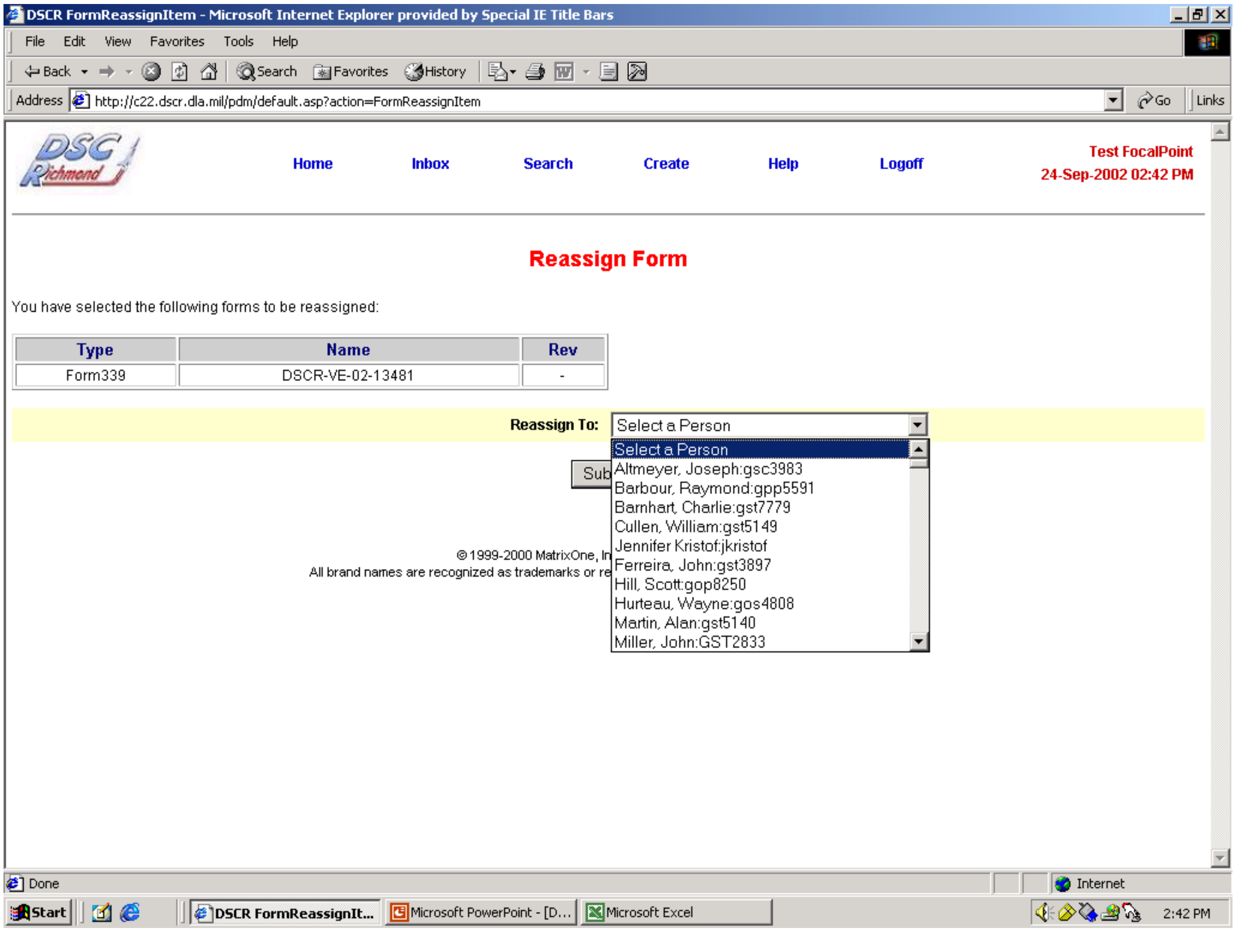


Figure 31: Multiple Case Reassignment Form

The Focal Point user selects a user from the **Reassign To:** drop-down menu and clicks the **Submit** button. This reassigns the group of cases to the user selected. Note that when a reassignment occurs in the Wait State the original Initiator's point of contact information does not change when it is reassigned to a new initiator. This function simply routes the DLA Form 339 Response to the new initiator while retaining the original initiator's contact information.

Search

The system provides the ability for users to search for any DLA Forms 339. A basic search and an advanced search are both available to users.

Basic Search

The basic search feature is reached by selecting the **Search** item from either the home page or the top navigational menu. This basic search feature provides a quick way for users to search for Forms 339 by Type, Case Number, Revisions, or NSN. The basic **Search Screen** is illustrated in **Figure 32: Search Screen**. The 'Type' allows the user to narrow their search to specifically Part I & II Forms 339 or Part III Forms 339. Additional search parameters on this screen allow the user to narrow their search further by Case Number, Revision or NSN. These criteria can narrow the search to a particular form or to a range of forms. **Note that fields for 'Case Number' and 'Revision' are *CASE SENSITIVE* for the Search capability.** The default number of search results returned is 50, although the maximum number of forms that can be returned and displayed at a given time is 100. Users may select to have up to 100 results returned by modifying the 'Find Limit' search parameter.

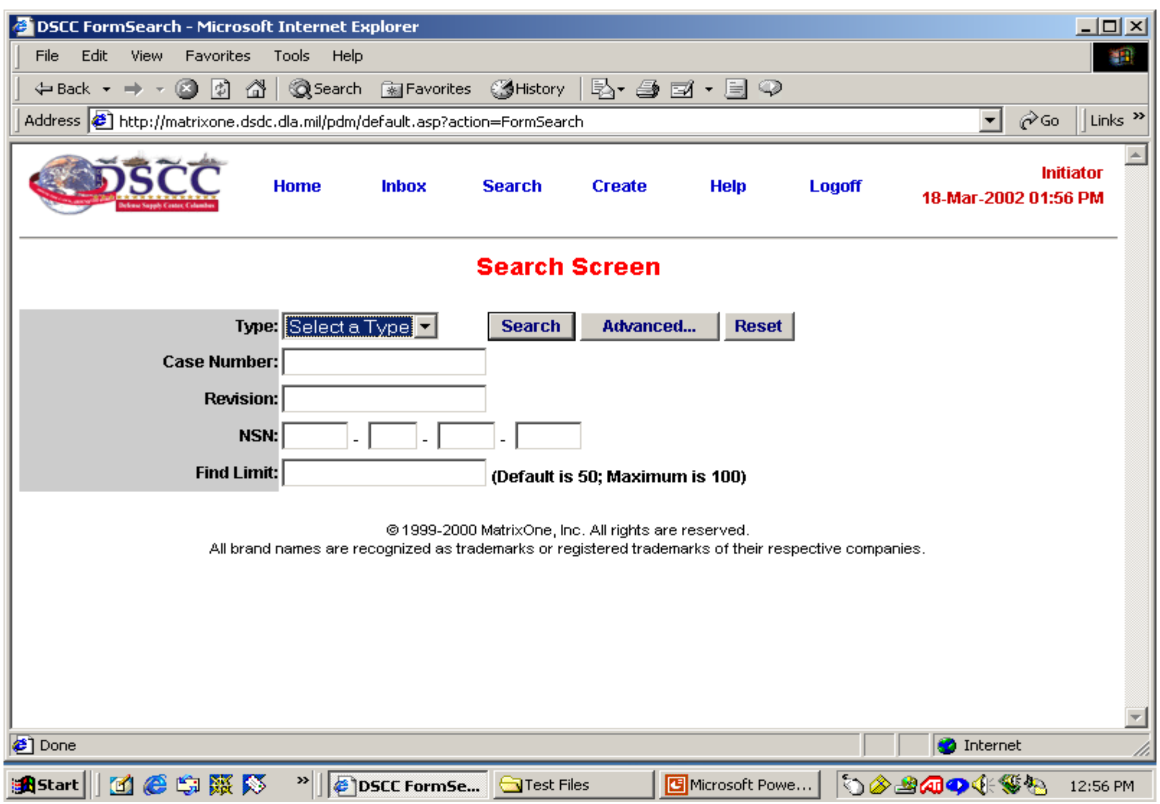


Figure 32: Search Screen

The user submits their search by clicking the "Search" button next to the "Type" selection. A user may also clear the search form by clicking the "Reset" button.

After a search has completed, results matching the search criteria selected are displayed for the user. **Figure 33: DLA Form 339 Search Results** illustrates this display. If the document search returns no results, the system provides the user with a message that there were zero (0) results found. If the search returns one document, the system provides detailed information about that document. If the search returns more than one result, the system provides a list of results. This displayed results list includes basic Form 339 information:

- **Case Number** - Unique identifier of the DLA Form 339, including the suffix letter for Part III forms.
- **Rev** - Identifier such as the letter, "*A*" given to a DLA Form 339 if it has been revised.
- **Sent Date** - Date that the DLA Form 339 is sent to the ESA.
- **NSN** - National Stock Number assigned to the DLA Form 339.
- **Office** - Office from which the DLA Form 339 was initiated.
- **Initiator** - Name of the Initiator that created the DLA Form 339.
- **Status** - State that the DLA Form 339 is currently along the DLA Form 339-workflow.
- **Priority (Days)** - Number of days that the Engineering Support Activity (ESA) has to respond to the DLA Form 339.
- **Due Date** - Date that the DLA Form 339 is due to be completed.
- **Revision Date** – Date that the DLA Form 339 is revised.

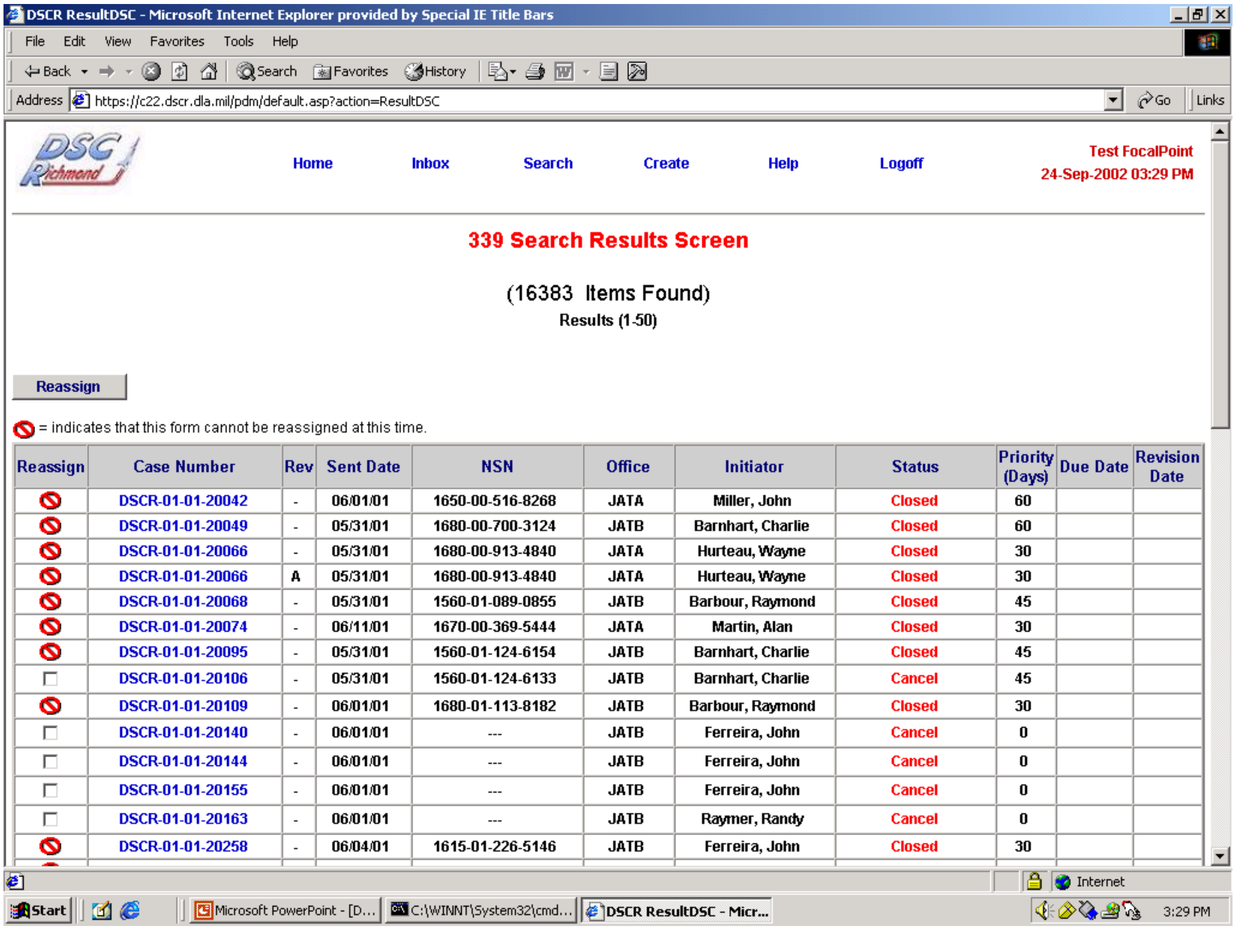


Figure 33: DLA Form 339 Search Results

Note that if the search is for both Parts I &II and for Part III, search results display whether the results is for Part I & II or for Part III. In addition, search results are sorted by **Case Number**.

Advanced Search

The system's **Advanced Search** feature gives the user the ability to search for Forms 339 by all the field selections in Part I&II and the Part III of the Form 339. The Advanced Search feature is reached by selecting a "Type" on the basis Search form and clicking the "Advanced" button. The Advanced Search screen is illustrated in **Figure 34: Advanced Search Screen**. The Advanced Search now includes the ability to narrow search results to Forms 339 by Case Number, Owner and Office.

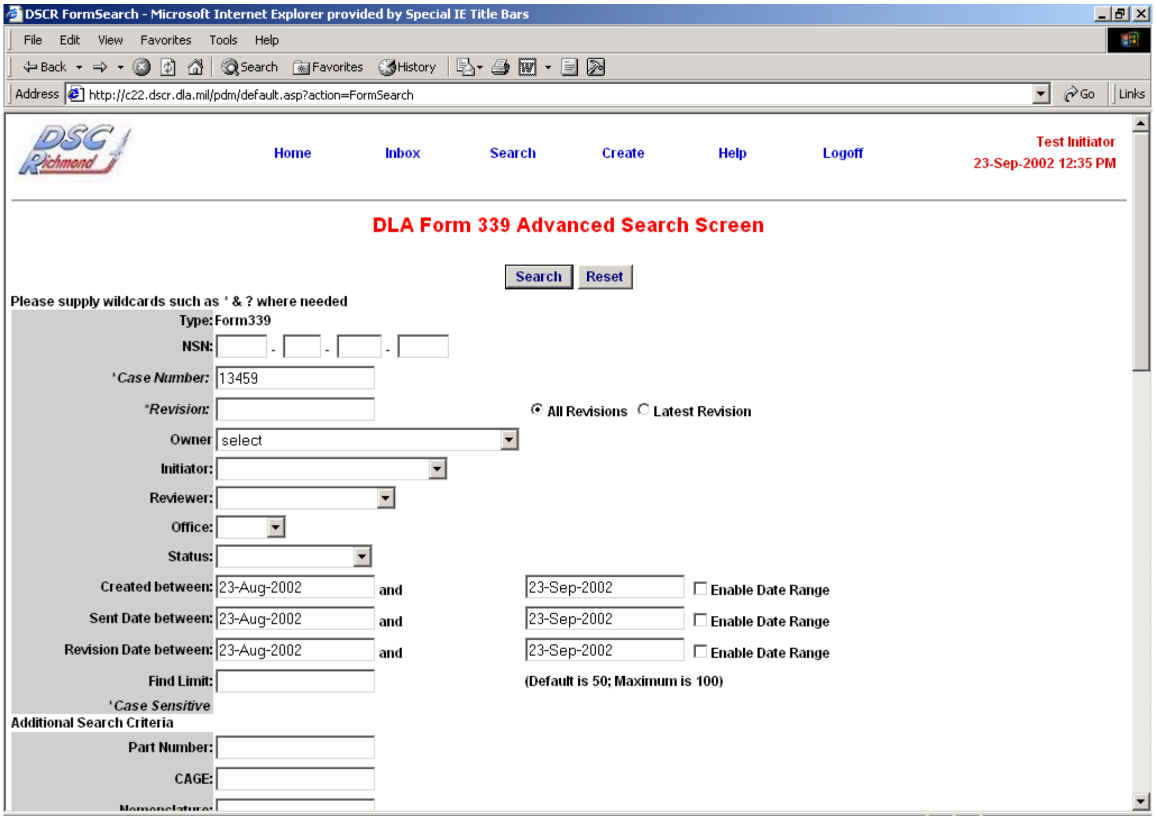


Figure 34: Advanced Search Screen

The user submits their search by clicking the “Search” button next to the “Type” selection. A user may also clear the search form by clicking the “Reset” button. The **Search** and **Reset** command buttons are located at the top and bottom of the screen. Results of the Advanced Search are displayed in the same manner as results of a basic search.

Using Wildcard Characters

The system gives the user the ability to enter a word fragment without using the wildcard characters at the beginning or at the end of the search fragment. The system assumes a wildcard at the beginning or end of a search input. Users can, however, use the asterisk (*) or question mark (?) wildcards in the Advanced Search. The table below lists examples of how to perform a wildcard search when locating a word fragment in which specific parts within the fragment are unknown.

*	Indicates to search all combinations of characters at that point. For example, if the user enters ‘12*’ for a Document Number, the application should find all instances where the document number begins with ‘12.’
?	Indicates to search for one character of any value at that point. For example, if the user enters ‘12?A’ for a Document Number, the application should find ‘12CA’ or ‘129A,’ but it would not find ‘12ABC’ or ‘12752.’

History Screen

A user logged into the application can click the **History** command button at the top and/or bottom of the DLA Form 339 Validation screen as seen **Figure 36: - DLA Form 339 Validation Screen**. They can then see a history of the DLA Form 339 on a History Screen, which gives detailed information about what is happening to the DLA Form 339 along the process. It displays **Date**, **Action**, **State**, **User**, and **Additional Information** as seen in **Figure 37: History Screen**.

The displayed results on the History Screen are defined as:

- **Date** - Date and time that an action was taken on the DLA Form 339.
- **Action** - The action such as whether it was created, approved, deleted that was taken on the DLA Form 339. These terms are "Matrix" specific and may not represent precisely what appears. For example, "Approve" does not mean approve the DLA Form 339, but means to approve the DLA Form 339 to the next state.
- **State** - DLA Form 339 current workflow stage.
- **User** - Person that performed an action on the DLA Form 339.
- **Additional Information** - Detailed information about the occurrences to the DLA Form 339.

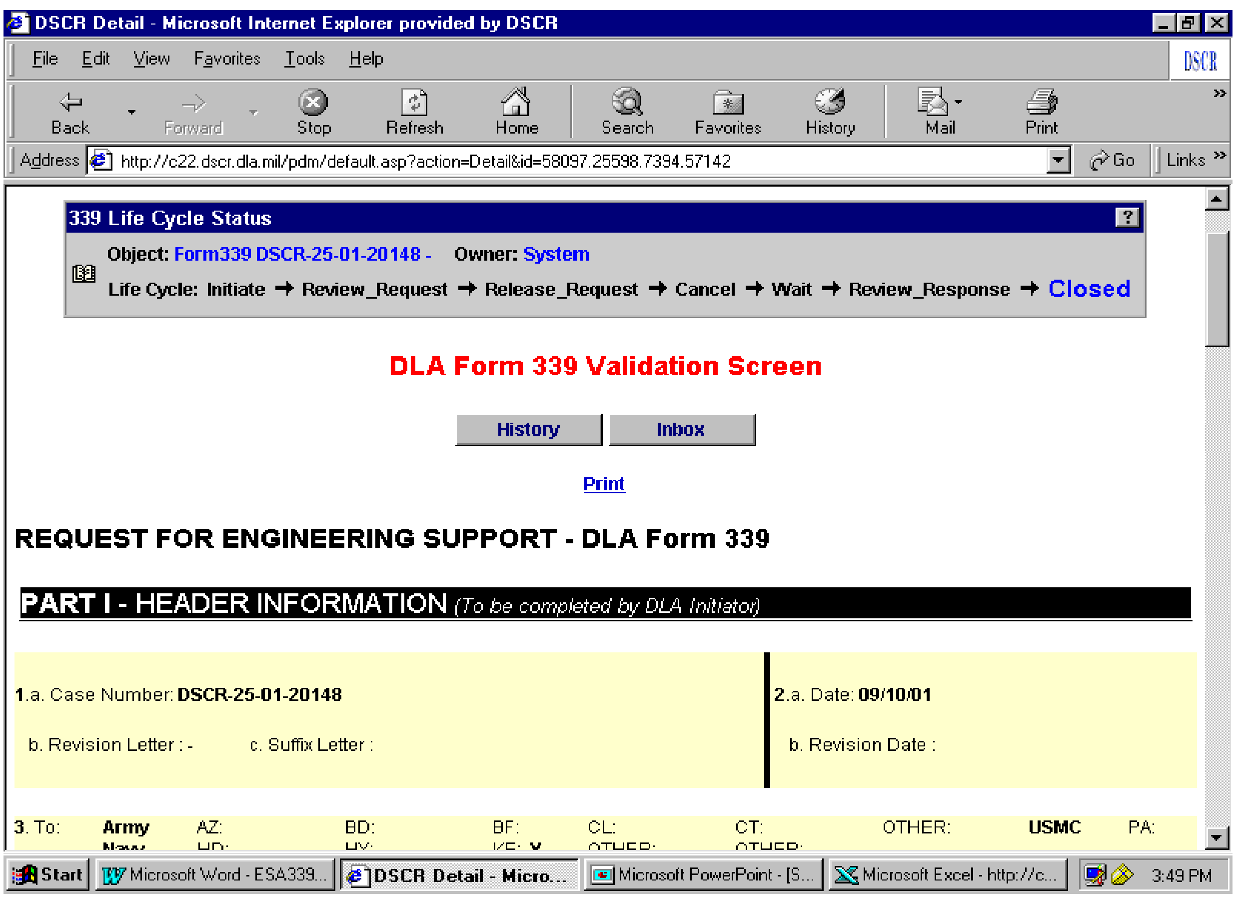


Figure 36: - DLA Form 339 Validation Screen

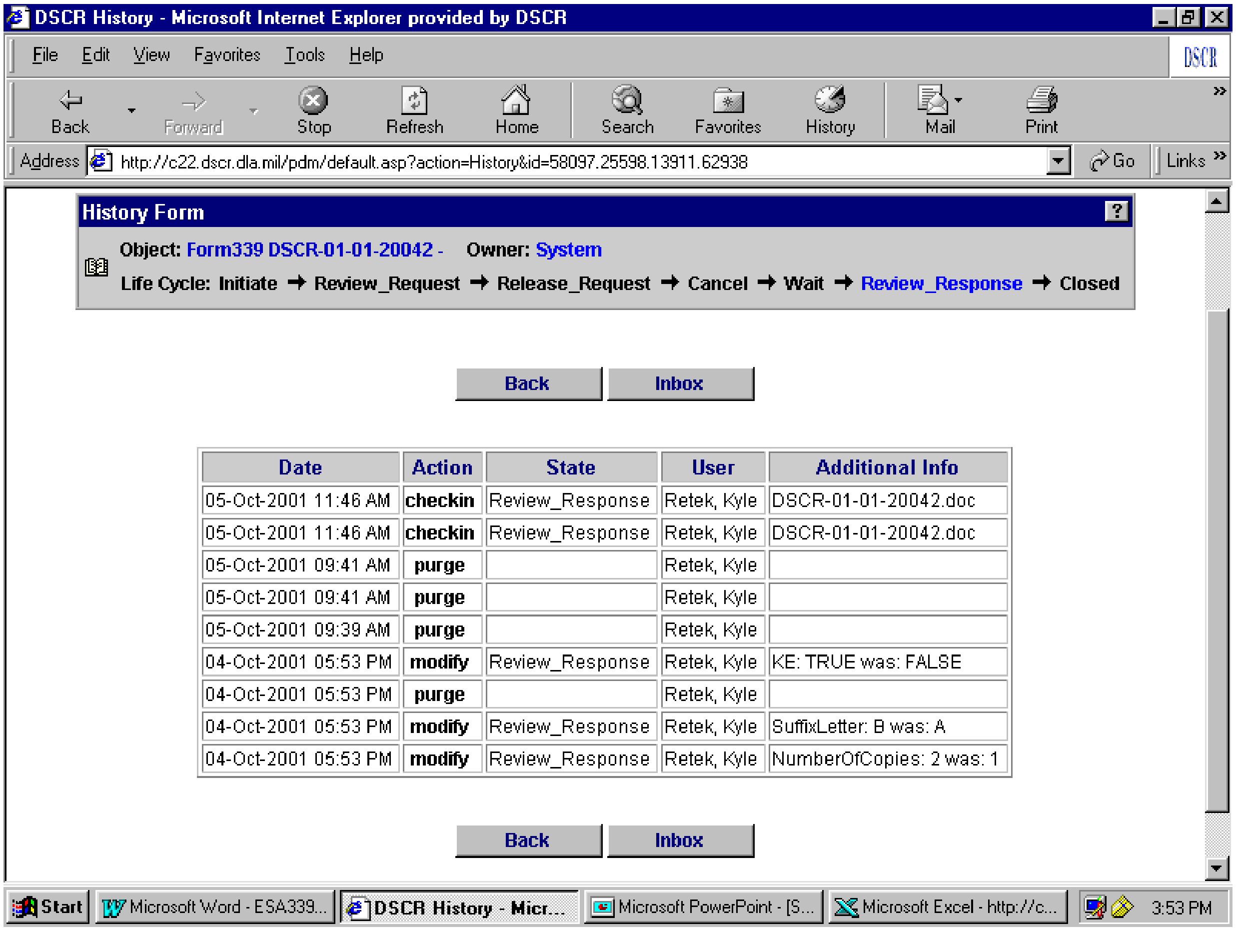


Figure 37: History Screen

Internal Information Not Submitted with the DLA Form 339

Information related to the DLA Form 339 but not officially apart of the DLA Form 339 is located at the bottom of the Screen under **'End of Form'**. The checkbox for the **Paper Attachment** indicating non-electronic attachments sent with the DLA Form 339 is located here.

Information can be added as **Comments** internal to DSCR to the bottom of the DLA Form 339 as seen in **Figure 38: Internal Information Not Submitted with the DLA Form 339**. Also, included is related information to a particular DLA Form 339 such as multiple DLA Form 339 responses from the Engineering Support Activities (ESAs) and revisions to the DLA Form 339.

Information in this section will **NOT** be sent to the ESA as part of the DLA Form 339.

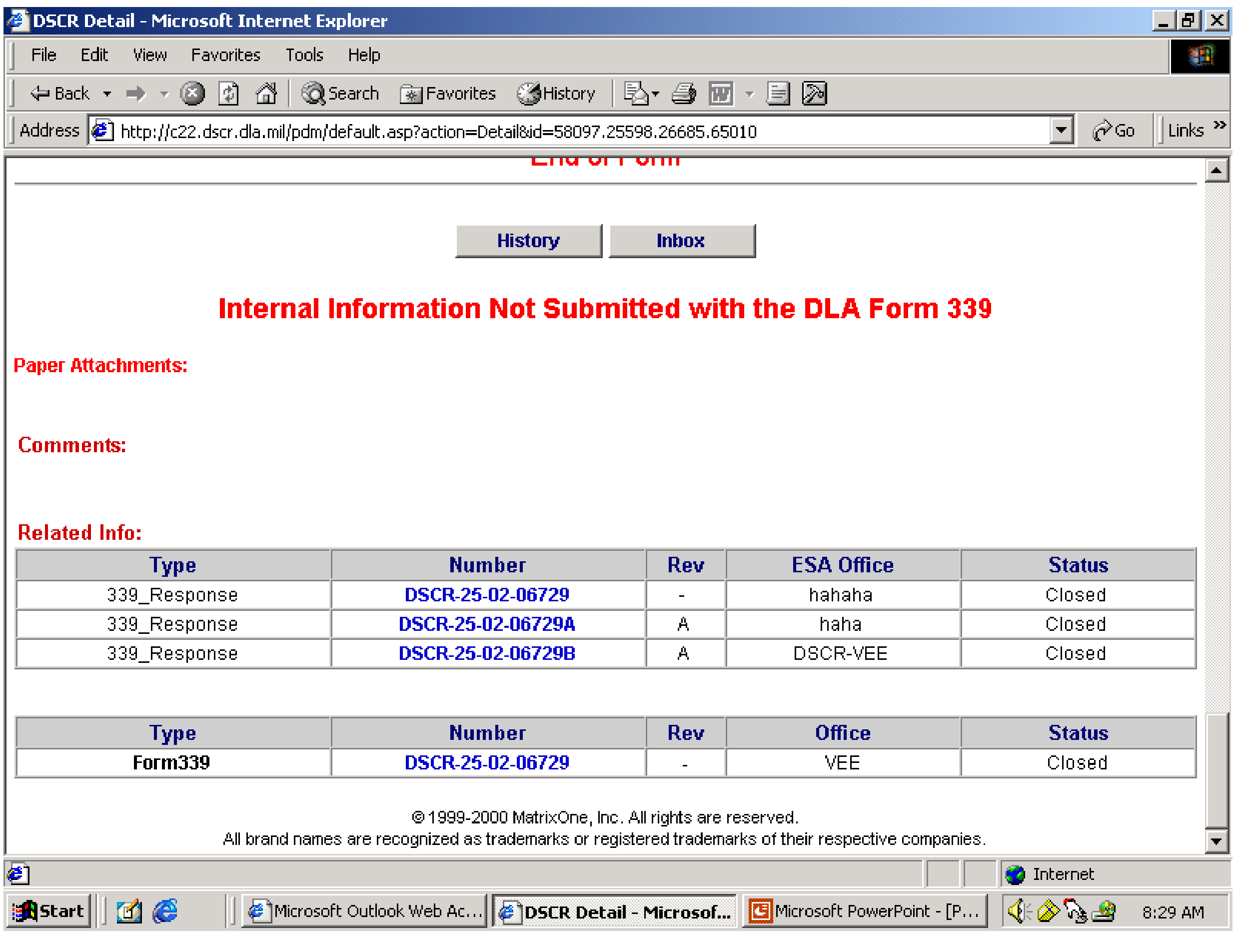


Figure 38: Internal Information Not Submitted with the DLA Form 339

Help

Help information for using the application and in filling out the DLA Form 339 is available to the user from his/her Home Screen. The user clicks **Help** from his/her Home Screen or at the top of the screen as seen in **Figure 39: Home Screen**. This will bring the user to a screen that has links to Help Information as seen in **Figure 40: Help Topics** such as the; Instructions for completing the DLA Form 339. The user selects, **Filling out the Form**, to display the instructions for filling out the DLA Form 339 as seen in **Figure 41: Instructions for Completing DLA Form 339**.

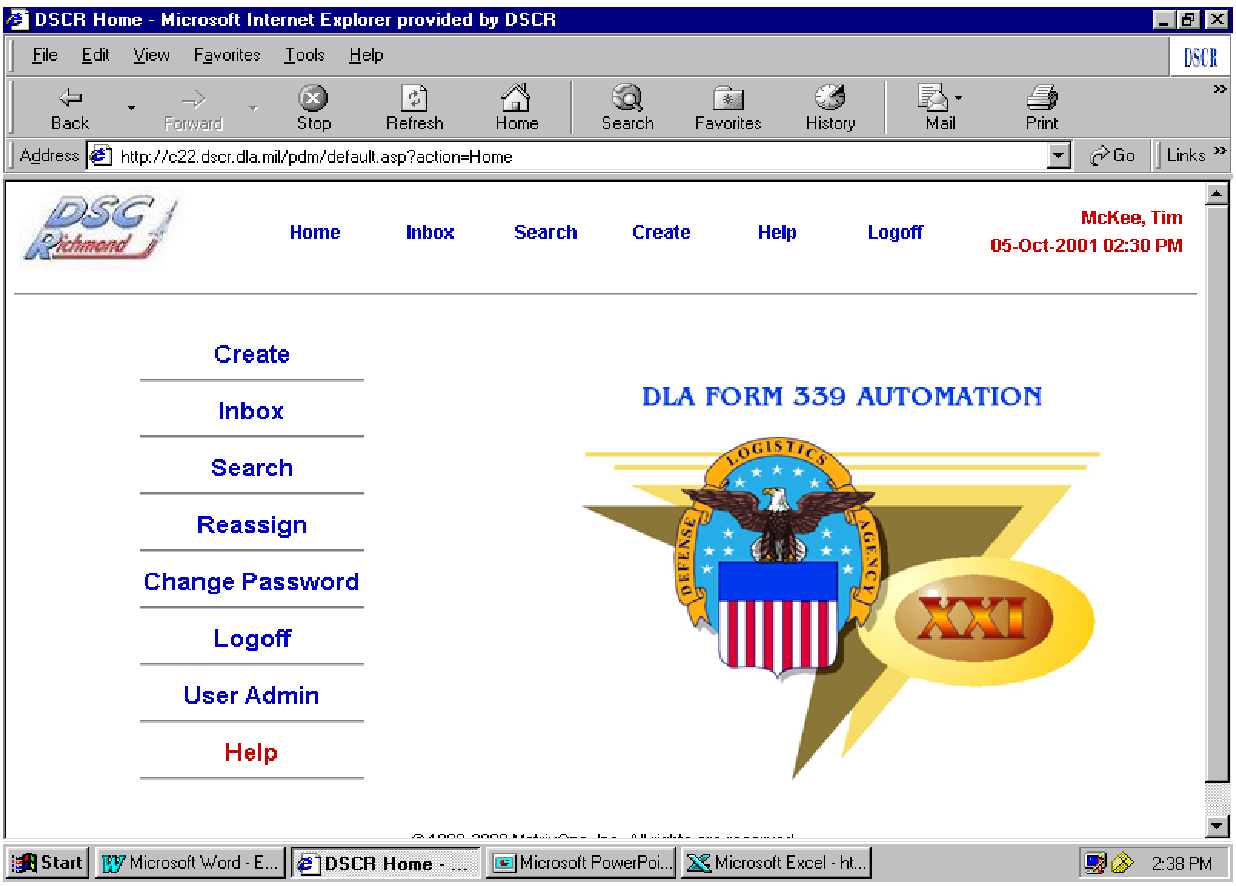


Figure 39: Home Screen

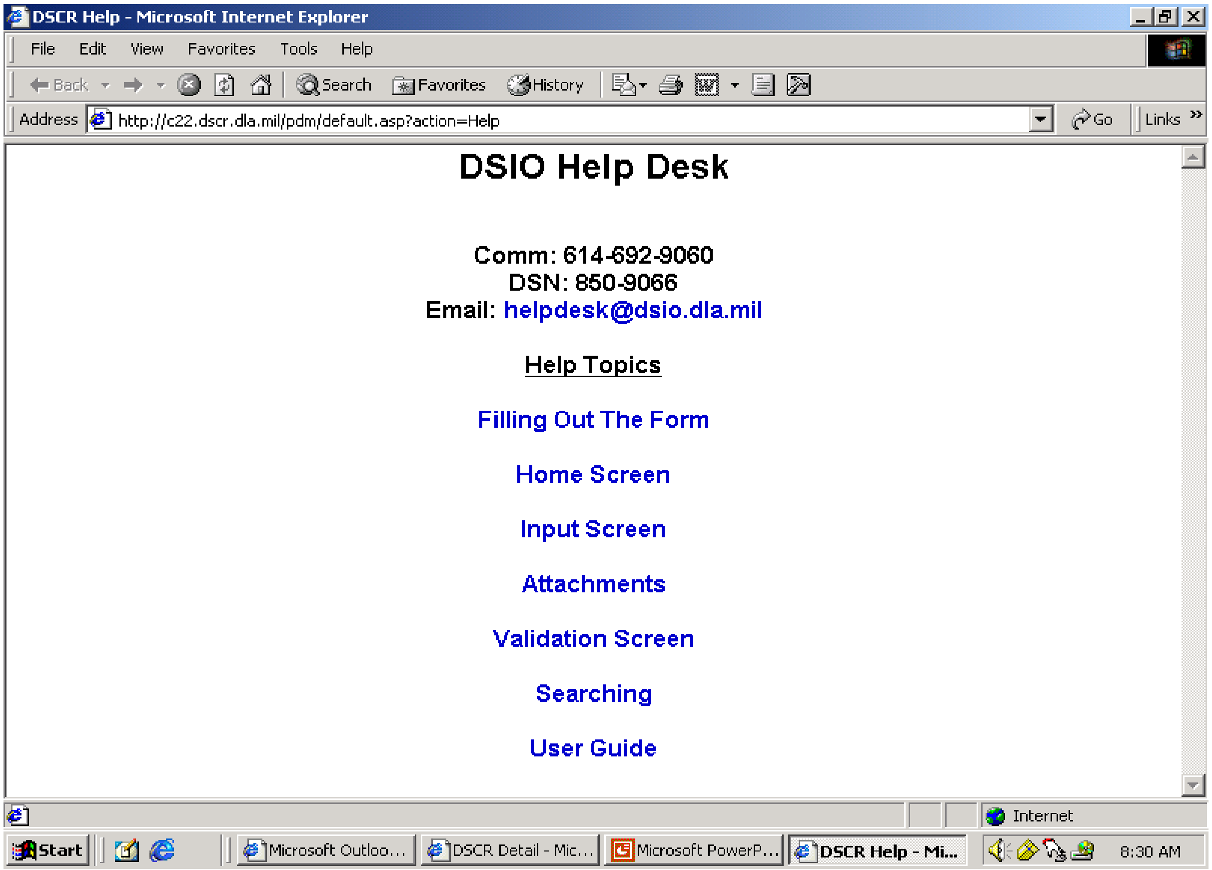


Figure 40: Help Topics

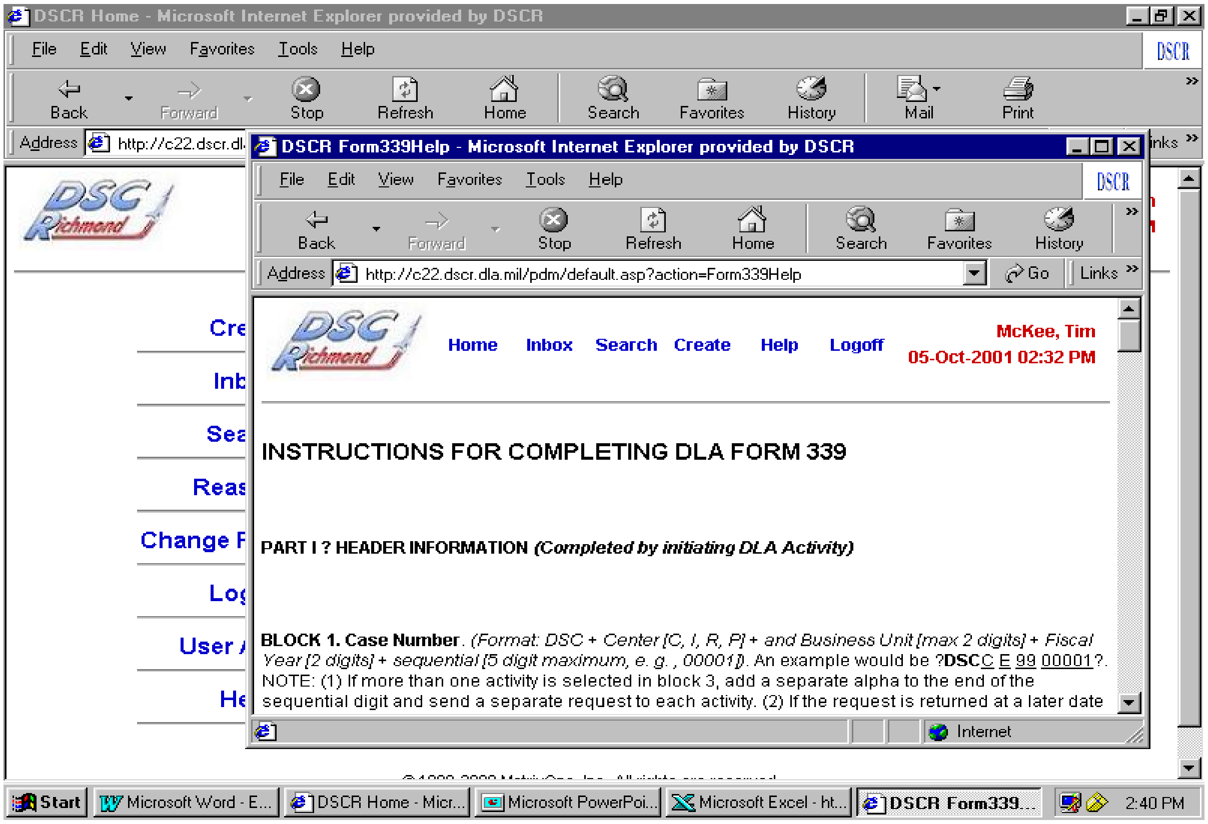


Figure 41: Instructions for Completing DLA Form 339

Print

The system allows users to print DLA Forms 339. Users can print forms in both the web format as displayed by the system or in 'Form Format,' which prints in a format that mirrors the paper DLA Form 339.

Basic Print

The basic **Print** option allows users to print DLA Forms 339 in the format displayed by the system in the web browser. To print in this format, the user selects the Case Number of the DLA Form 339 that they would like to print. This selection brings the DLA Form 339 up for display in the browser window as seen in **Figure 42: DLA Form 339 Validation Screen – Print Option**. To print this form, the user selects the **Print** command located at the top and/or bottom of the screen.

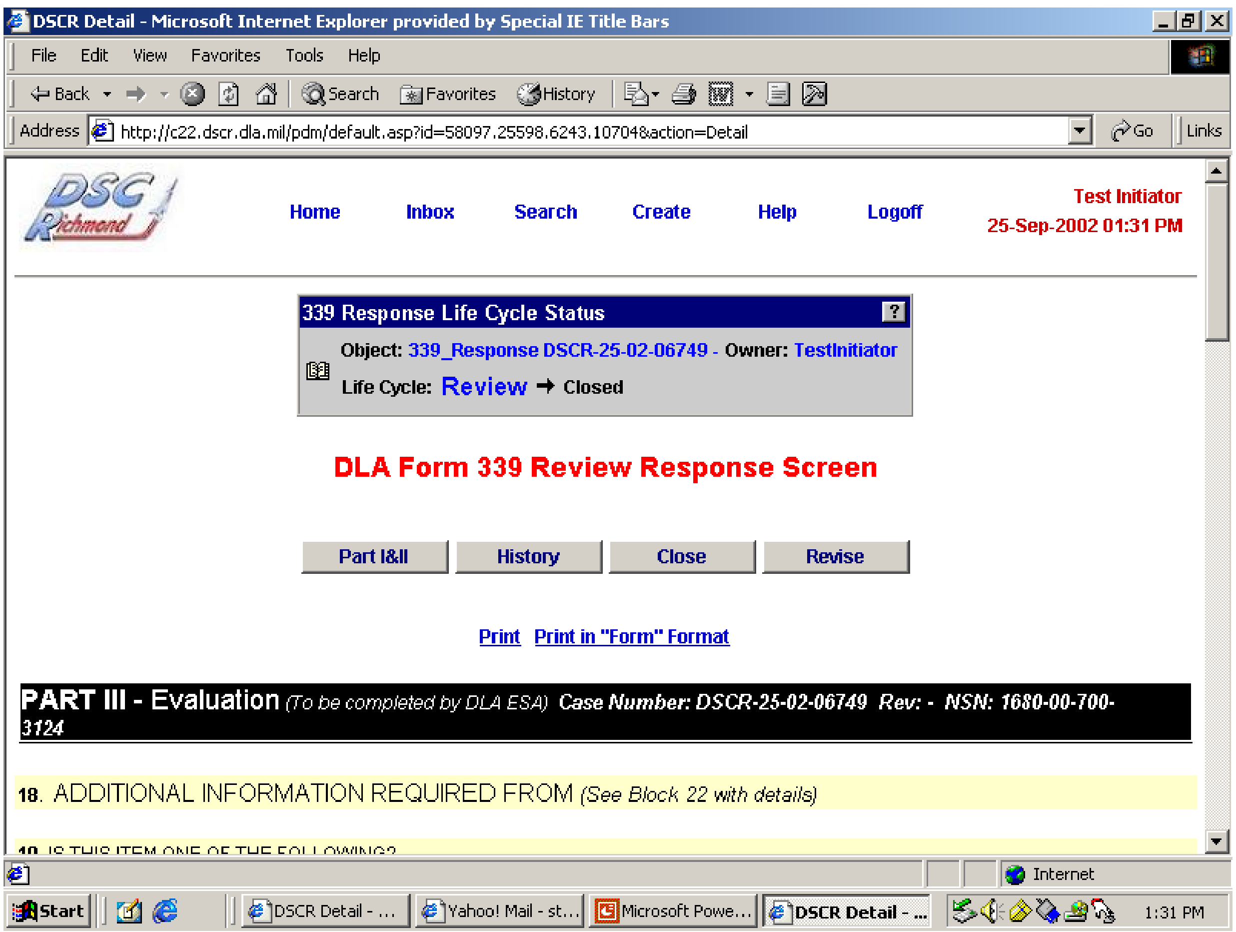
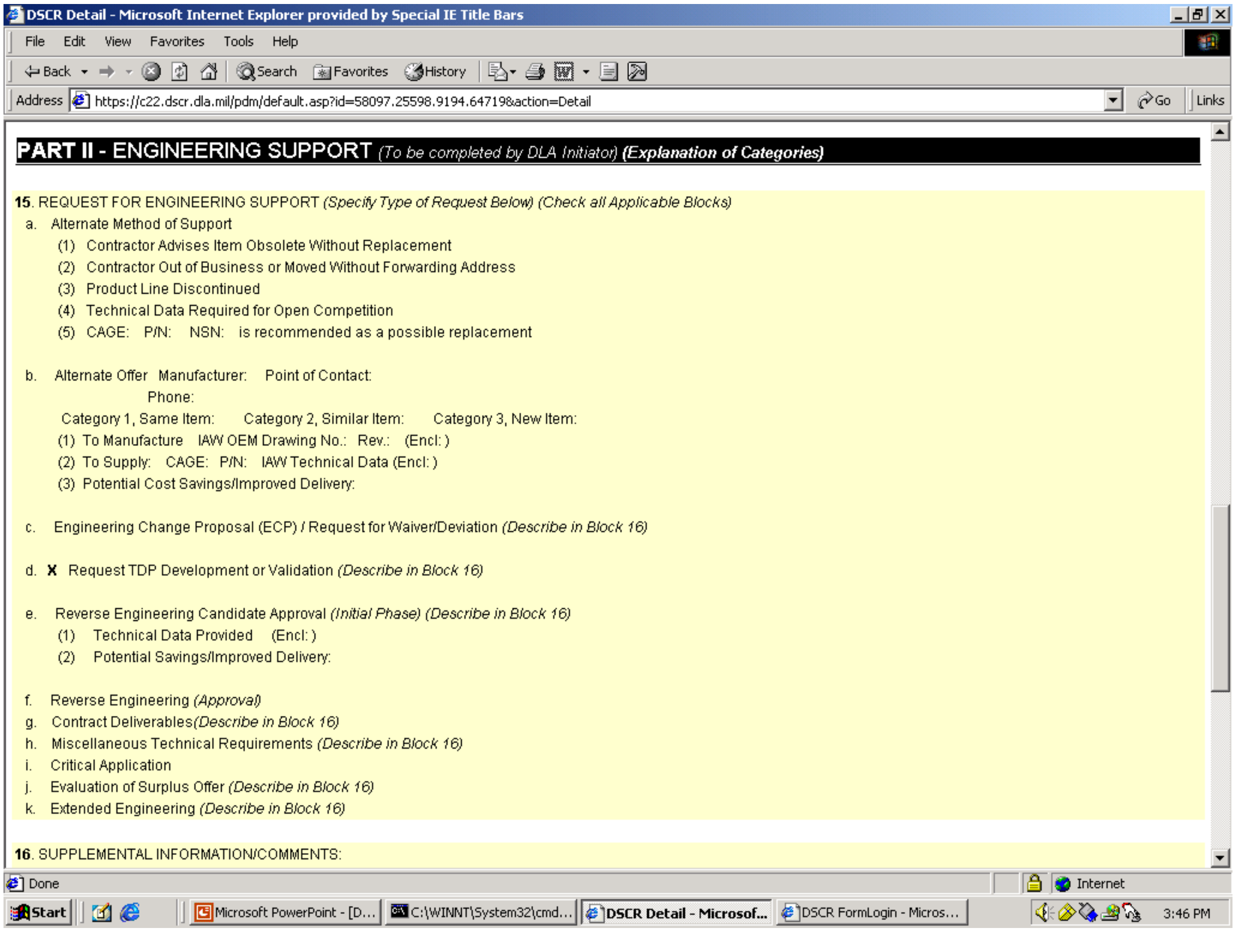


Figure 42: DLA Form 339 Validation Screen – Print Option

A new browser window opens that displays the form without the status header. A print dialog box appears, giving the user options for printing the DLA Form 339. The user can select print options and then click "OK" to print the form. This print option, illustrated in **Figure 43: Print DLA Form 339**, prints both Part I & II and Part III, if applicable.



PART II - ENGINEERING SUPPORT *(To be completed by DLA Initiator)* ***(Explanation of Categories)***

15. REQUEST FOR ENGINEERING SUPPORT *(Specify Type of Request Below) (Check all Applicable Blocks)*

a. Alternate Method of Support
- (1) Contractor Advises Item Obsolete Without Replacement
- (2) Contractor Out of Business or Moved Without Forwarding Address
- (3) Product Line Discontinued
- (4) Technical Data Required for Open Competition
- (5) CAGE: P/N: NSN: is recommended as a possible replacement

b. Alternate Offer Manufacturer: Point of Contact:
Phone:
Category 1, Same Item: Category 2, Similar Item: Category 3, New Item:
- (1) To Manufacture IAW OEM Drawing No.: Rev.: (Encl:)
- (2) To Supply: CAGE: P/N: IAW Technical Data (Encl:)
- (3) Potential Cost Savings/Improved Delivery:

c. Engineering Change Proposal (ECP) / Request for Waiver/Deviation *(Describe in Block 16)*

d. **X** Request TDP Development or Validation *(Describe in Block 16)*

e. Reverse Engineering Candidate Approval *(Initial Phase) (Describe in Block 16)*
- (1) Technical Data Provided (Encl:)
- (2) Potential Savings/Improved Delivery:

f. Reverse Engineering *(Approval)*
g. Contract Deliverables*(Describe in Block 16)*
h. Miscellaneous Technical Requirements *(Describe in Block 16)*
i. Critical Application
j. Evaluation of Surplus Offer *(Describe in Block 16)*
k. Extended Engineering *(Describe in Block 16)*

16. SUPPLEMENTAL INFORMATION/COMMENTS:

Figure 43: Print DLA Form 339

Print in Form Format

The option to **Print in Form Format** allows users to print DLA Forms 339 in a format that mirrors the paper DLA Form 339. To print in this format, the user selects the **Print in Form Format** command located at the top and/or bottom of the DLA Form 339 validation screen. **Figure 44: DLA Form 339 Validation Screen - Print in Form Format Option** illustrates this option.

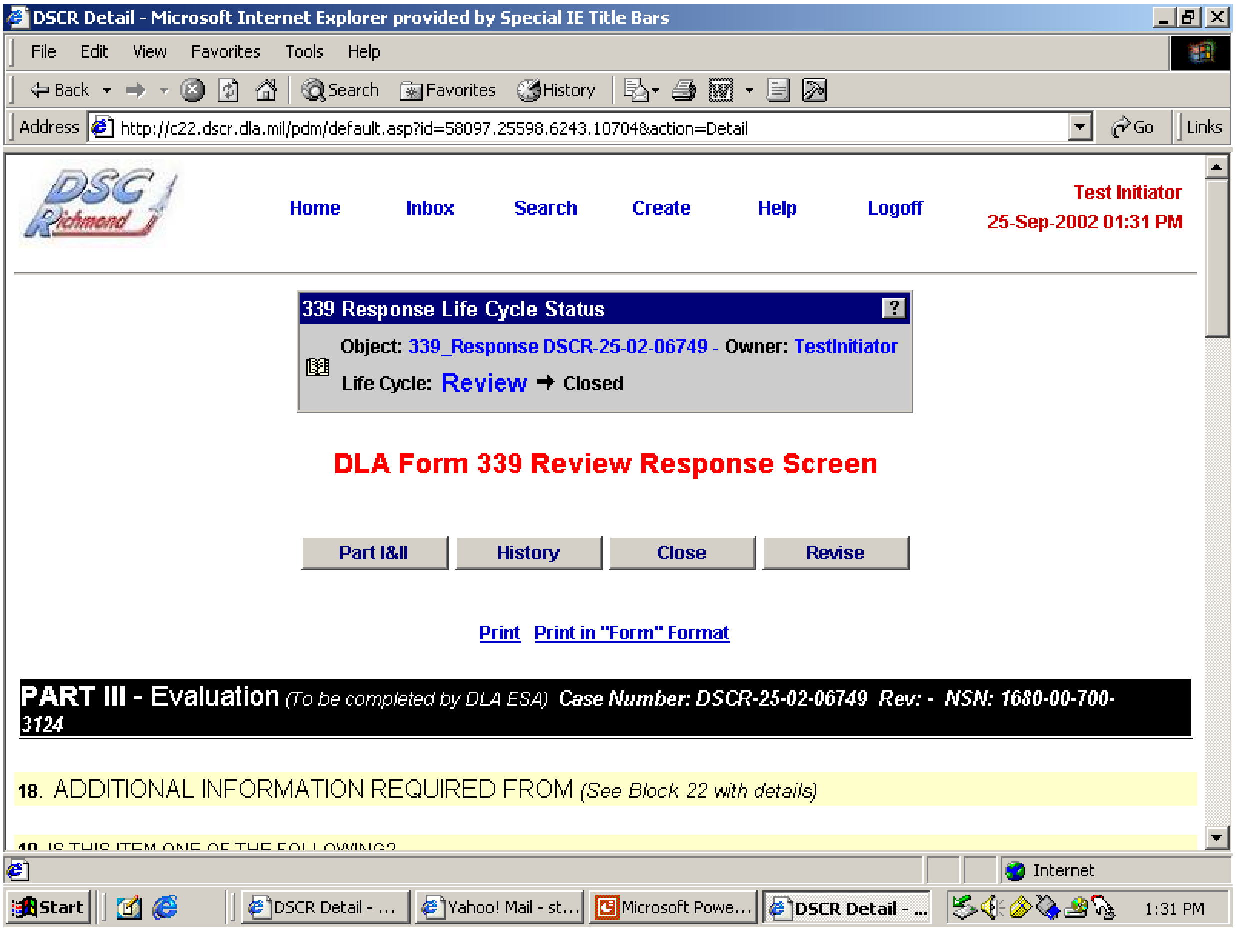


Figure 44: DLA Form 339 Validation Screen - Print in Form Format Option

A new browser window opens that displays the form in a format resembling the paper form. A print dialog box then appears, giving the user options form. The user can select print options and then click "OK" to print the form. This print option, illustrated in **Figure 45: Print in Form Format** and **Figure 46: Print in Form Format – Continued**, prints both Part I & II and Part III, if applicable, in the paper form format.

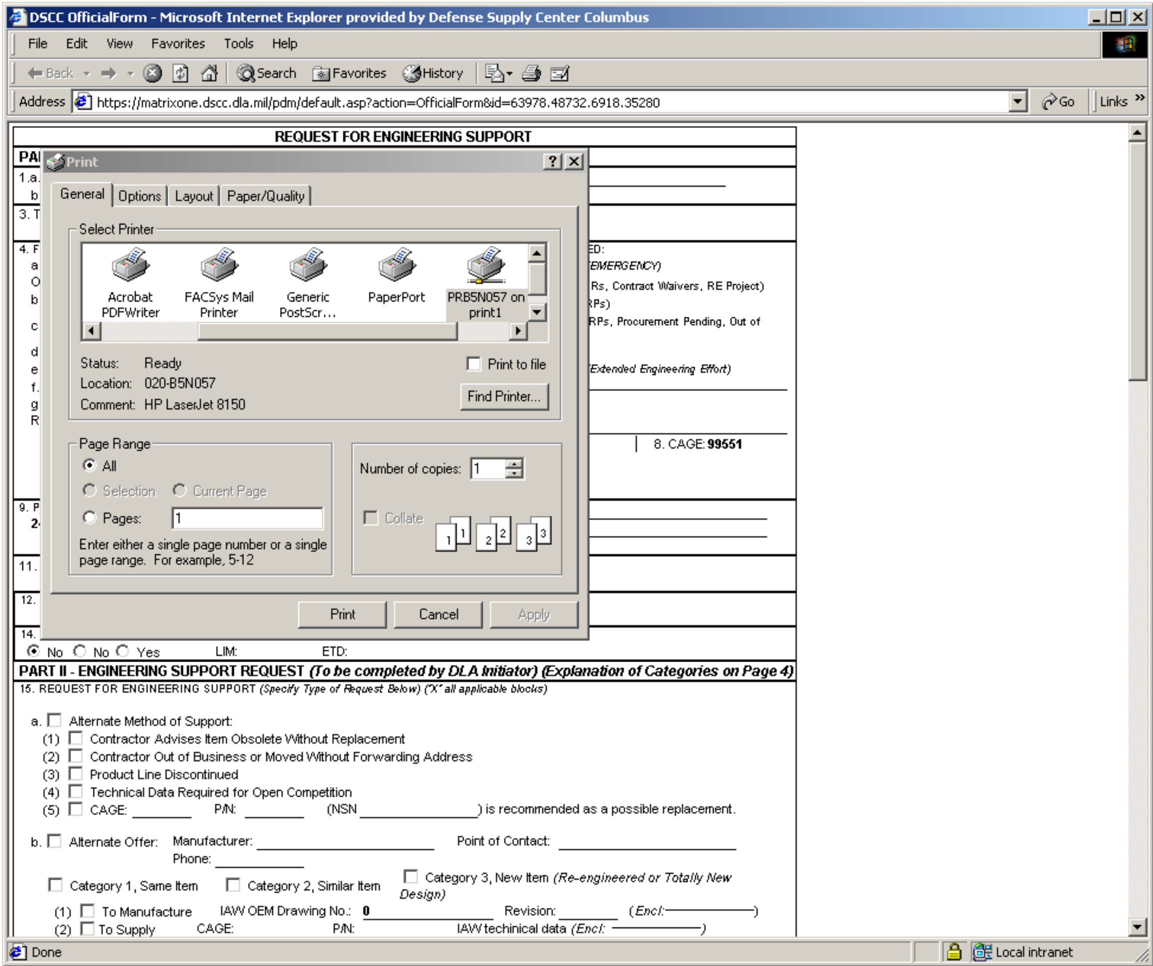
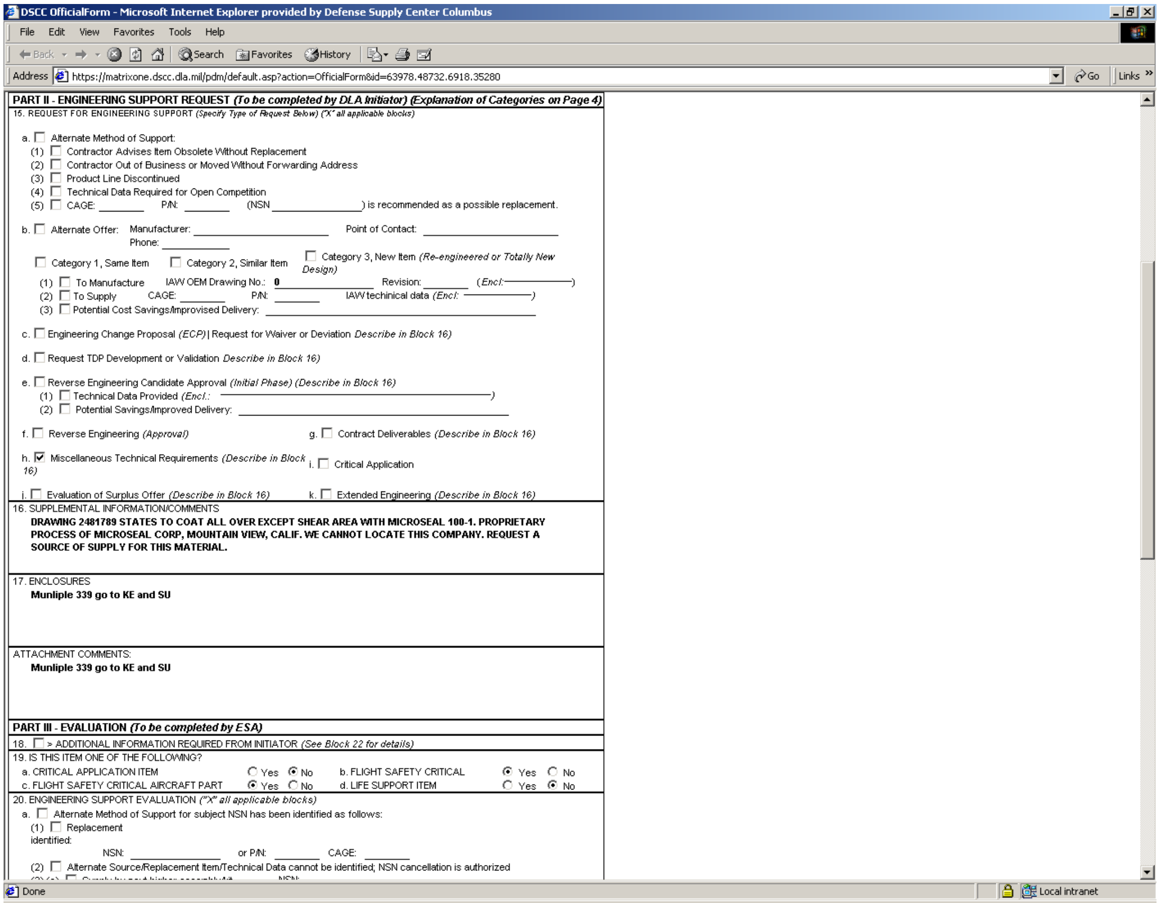


Figure 45: Print in Form Format



DSCC OfficialForm - Microsoft Internet Explorer provided by Defense Supply Center Columbus

File Edit View Favorites Tools Help

Back Search Favorites History

Address https://matrixone.dscc.dla.mil/pdm/default.asp?action=OfficialForm&id=63978.48732.6918.35280

Go Links

PART II - ENGINEERING SUPPORT REQUEST *(To be completed by DLA Initiator) (Explanation of Categories on Page 4)*

15. REQUEST FOR ENGINEERING SUPPORT *(Specify Type of Request Below) ("X" all applicable blocks)*

a. ☐ Alternate Method of Support:
(1) ☐ Contractor Advises Item Obsolete Without Replacement
(2) ☐ Contractor Out of Business or Moved Without Forwarding Address
(3) ☐ Product Line Discontinued
(4) ☐ Technical Data Required for Open Competition
(5) ☐ CAGE: ______ P/N: ______ (NSN ____________) is recommended as a possible replacement.

b. ☐ Alternate Offer: Manufacturer: ____________ Point of Contact: ____________
Phone: ______

☐ Category 1, Same Item ☐ Category 2, Similar Item ☐ Category 3, New Item *(Re-engineered or Totally New Design)*

(1) ☐ To Manufacture IAW OEM Drawing No.: 0 ______ Revision: ______ *(Encl:* ______)
(2) ☐ To Supply CAGE: ______ P/N: ______ IAW techinical data *(Encl:* ______)
(3) ☐ Potential Cost Savings/Improvised Delivery: ____________

c. ☐ Engineering Change Proposal *(ECP)* | Request for Waiver or Deviation *Describe in Block 16)*

d. ☐ Request TDP Development or Validation *Describe in Block 16)*

e. ☐ Reverse Engineering Candidate Approval *(Initial Phase) (Describe in Block 16)*
(1) ☐ Technical Data Provided *(Encl.:* ____________)
(2) ☐ Potential Savings/Improved Delivery: ____________

f. ☐ Reverse Engineering *(Approval)* g. ☐ Contract Deliverables *(Describe in Block 16)*

h. ☑ Miscellaneous Technical Requirements *(Describe in Block 16)* i. ☐ Critical Application

j. ☐ Evaluation of Surplus Offer *(Describe in Block 16)* k. ☐ Extended Engineering *(Describe in Block 16)*

16. SUPPLEMENTAL INFORMATION/COMMENTS
DRAWING 2481789 STATES TO COAT ALL OVER EXCEPT SHEAR AREA WITH MICROSEAL 100-1. PROPRIETARY PROCESS OF MICROSEAL CORP, MOUNTAIN VIEW, CALIF. WE CANNOT LOCATE THIS COMPANY. REQUEST A SOURCE OF SUPPLY FOR THIS MATERIAL.

17. ENCLOSURES
Munliple 339 go to KE and SU

ATTACHMENT COMMENTS:
Munliple 339 go to KE and SU

PART III - EVALUATION *(To be completed by ESA)*

18. ☐ » ADDITIONAL INFORMATION REQUIRED FROM INITIATOR *(See Block 22 for details)*

19. IS THIS ITEM ONE OF THE FOLLOWING?

a. CRITICAL APPLICATION ITEM	○ Yes ◉ No	b. FLIGHT SAFETY CRITICAL	◉ Yes ○ No
c. FLIGHT SAFETY CRITICAL AIRCRAFT PART	◉ Yes ○ No	d. LIFE SUPPORT ITEM	○ Yes ◉ No

20. ENGINEERING SUPPORT EVALUATION *("X" all applicable blocks)*

a. ☐ Alternate Method of Support for subject NSN has been identified as follows:
(1) ☐ Replacement identified:
NSN: ____________ or P/N: ______ CAGE: ______
(2) ☐ Alternate Source/Replacement Item/Technical Data cannot be identified; NSN cancellation is authorized

Done Local intranet

Figure 46: Print in Form Format – Continued

Reports

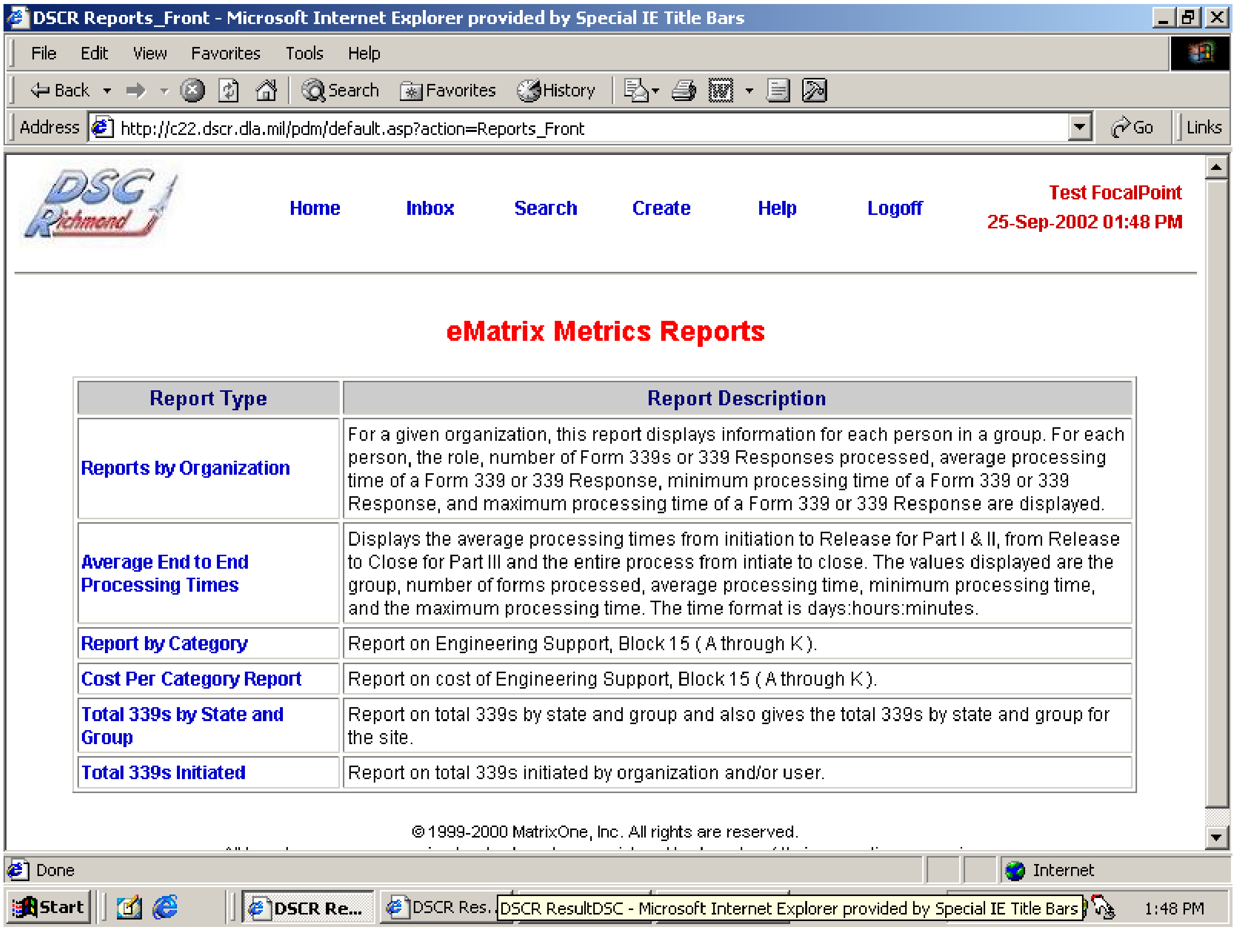
Users have the ability to run reports for workload determination and processing times. The reports are:

- Reports by Organization
- Average End to End Processing Times
- Reports by Category
- Cost Per Category
- Total 339s by State and Group
- Total 339s Initiated

Users access the Reports feature of the system by selected '**Reports**' from eth home page, as illustrated in **Figure 47: Home Page**.

Figure 47: Home Page

Selecting this Reports option brings the user to the eMatrix Metrics Reports menu, as shown in **Figure 48: eMatrix Metrics Reports Menu**. This menu lists the available reports with a description of each. Each of the available reports is accessed by clicking its title from this menu.



Report Type	Report Description
Reports by Organization	For a given organization, this report displays information for each person in a group. For each person, the role, number of Form 339s or 339 Responses processed, average processing time of a Form 339 or 339 Response, minimum processing time of a Form 339 or 339 Response, and maximum processing time of a Form 339 or 339 Response are displayed.
Average End to End Processing Times	Displays the average processing times from initiation to Release for Part I & II, from Release to Close for Part III and the entire process from intiate to close. The values displayed are the group, number of forms processed, average processing time, minimum processing time, and the maximum processing time. The time format is days:hours:minutes.
Report by Category	Report on Engineering Support, Block 15 (A through K).
Cost Per Category Report	Report on cost of Engineering Support, Block 15 (A through K).
Total 339s by State and Group	Report on total 339s by state and group and also gives the total 339s by state and group for the site.
Total 339s Initiated	Report on total 339s initiated by organization and/or user.

Figure 48: eMatrix Metrics Reports Menu

Reports by Organization

'**Reports by Organization'** gives the number and processing times of the DLA Form 339 (Part I&II) for each person within a role for a selected group. This report also gives the number and processing times of the DLA Form 339 Response (Part III) for each person within a role for a selected group.

The user has the option of customizing the report by several criteria. The user can select to have the report calculate end to end processing times for the entire process or for either Part I 7 II or Part III. The user may also customize the report for a specific office and date range. **Figure 49: Reports by Organization Criteria** shows the report criteria.

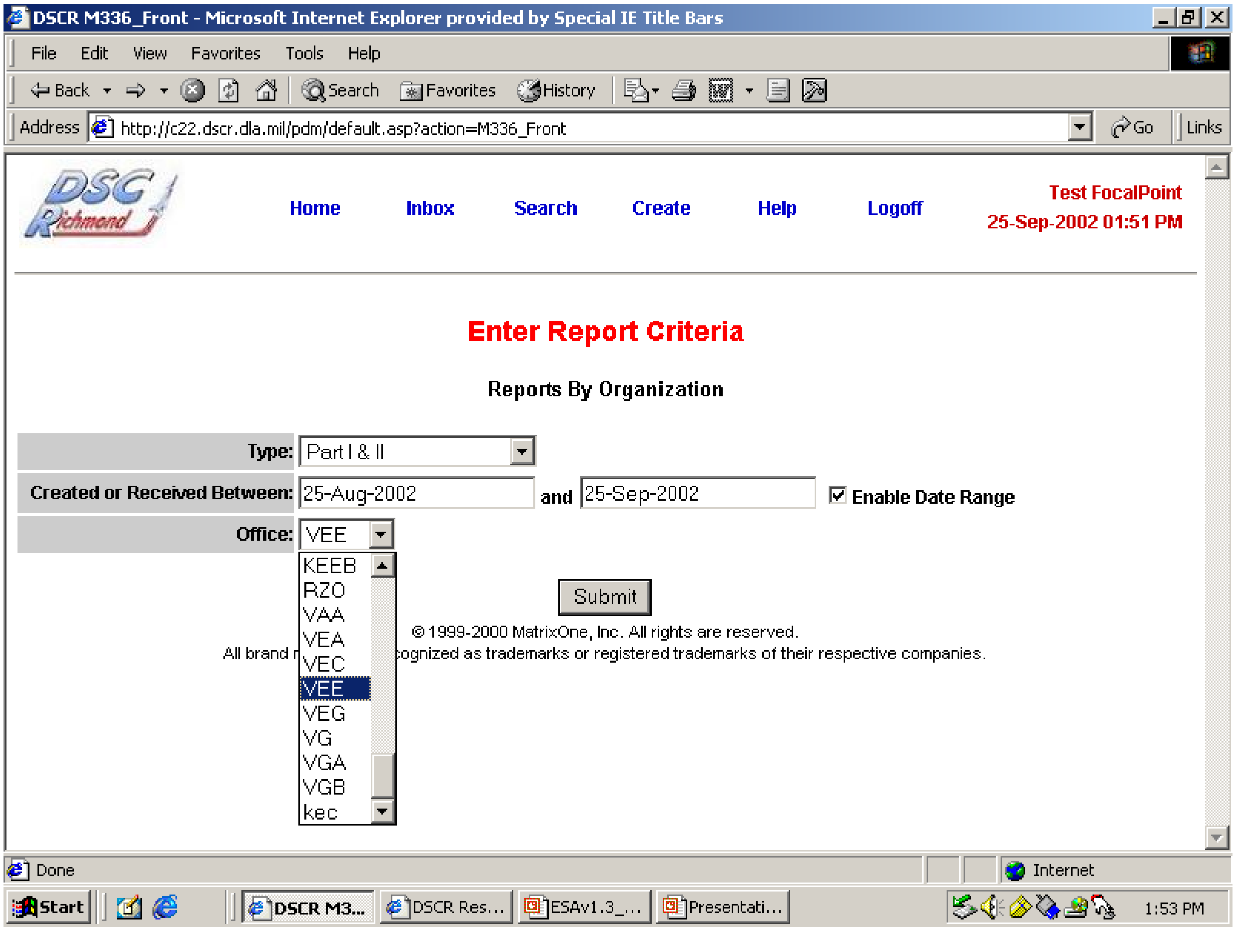
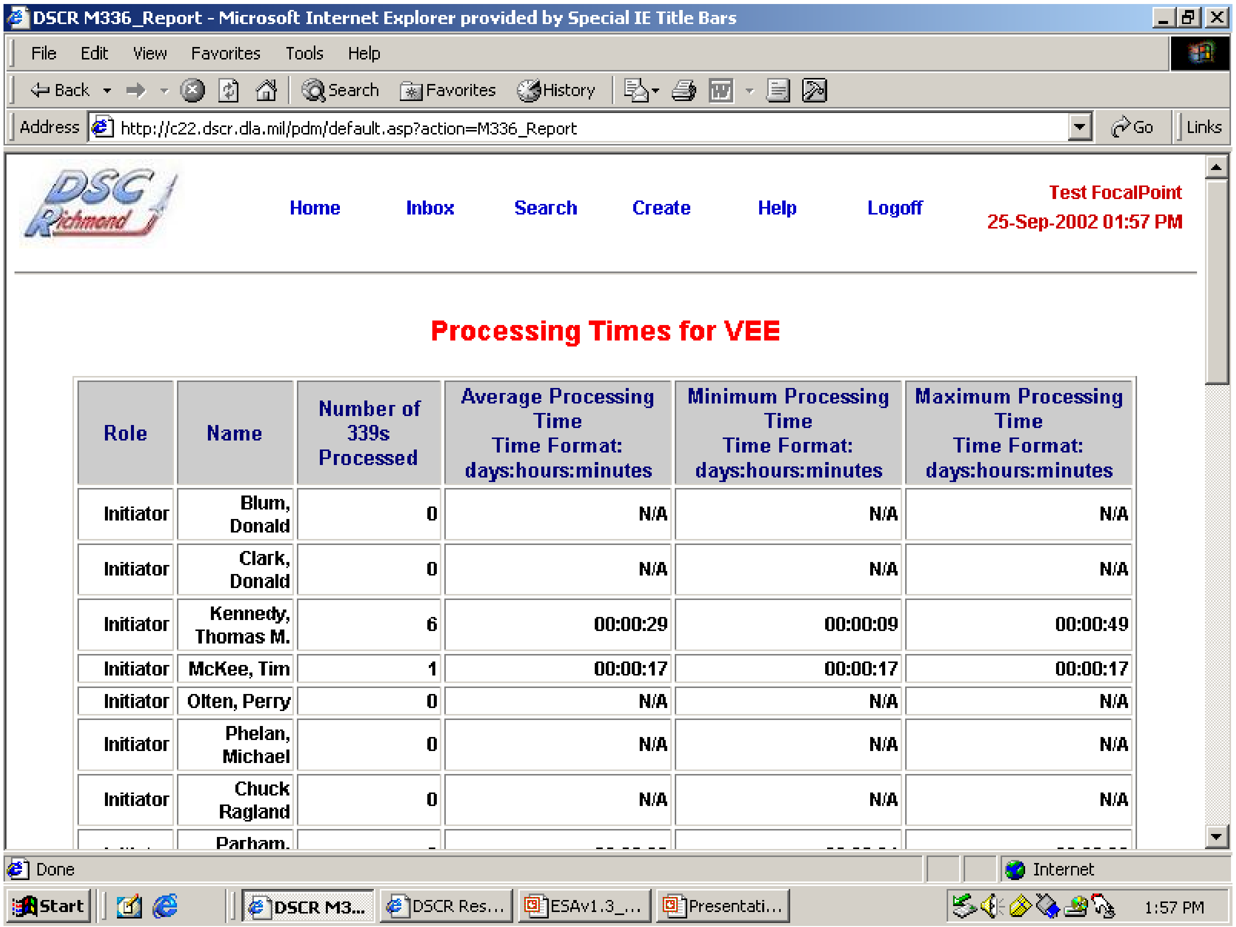


Figure 49: Reports by Organization Criteria

The displayed results include the number of DLA Forms 339 or DLA Form 339 Response processed for each person within a group, the average processing time of a DLA Form 339 or DLA Form 339 Response, the maximum processing time of a DLA Form 339 or DLA Form 339 Response, and the minimum processing time of a DLA Form 339 or DLA Form 339 Response. The processing times are displayed in the format DD:HH:MM, displaying the days, hours, and minutes to process DLA Forms 339. **Figure 50: Reports by Organization Results** illustrates the report results.



Role	Name	Number of 339s Processed	Average Processing Time Time Format: days:hours:minutes	Minimum Processing Time Time Format: days:hours:minutes	Maximum Processing Time Time Format: days:hours:minutes
Initiator	Blum, Donald	0	N/A	N/A	N/A
Initiator	Clark, Donald	0	N/A	N/A	N/A
Initiator	Kennedy, Thomas M.	6	00:00:29	00:00:09	00:00:49
Initiator	McKee, Tim	1	00:00:17	00:00:17	00:00:17
Initiator	Olten, Perry	0	N/A	N/A	N/A
Initiator	Phelan, Michael	0	N/A	N/A	N/A
Initiator	Chuck Ragland	0	N/A	N/A	N/A
	Parham,				

Figure 50: Reports by Organization Results

Average End to End Processing Times

The **Average End to End Processing Times** report gives the number and processing times for the DLA Form 339 (Part I&II) from the time it was created until it was released. This report also gives the number and processing times for the DLA Form 339 Response (Part III) from the time the response was received until it was closed at DSCR.

The user has the option of customizing the report by several criteria. The user can select to have the report calculate end to end processing times for the entire process or for either Part I 7 II or Part III. The user may also customize the report for a specific group and date range. **Figure 51: Average End to End Processing Times Report Criteria** demonstrates the report customization criteria.

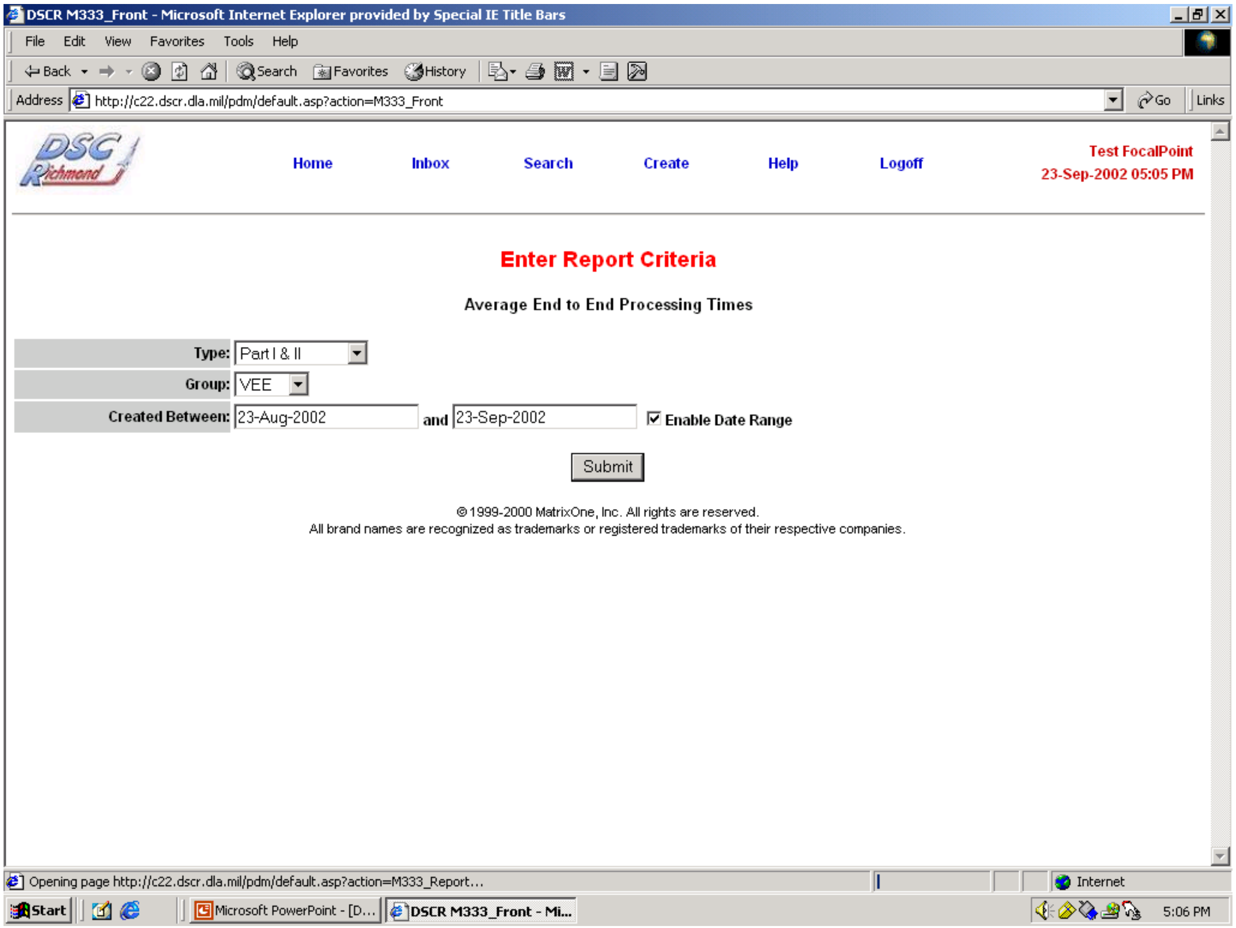


Figure 51: Average End to End Processing Times Report Criteria

The displayed results include the number of DLA Forms 339 or DLA Form 339 Responses processed for each group, the average processing time of a DLA Form 339 or DLA Form 339 Response, the maximum processing time of a DLA Form 339 or DLA Form 339 Response, and the minimum processing time of a DLA Form 339 or DLA Form 339 Response. **Figure 52: Average End to End Processing Times Results** illustrates the report results

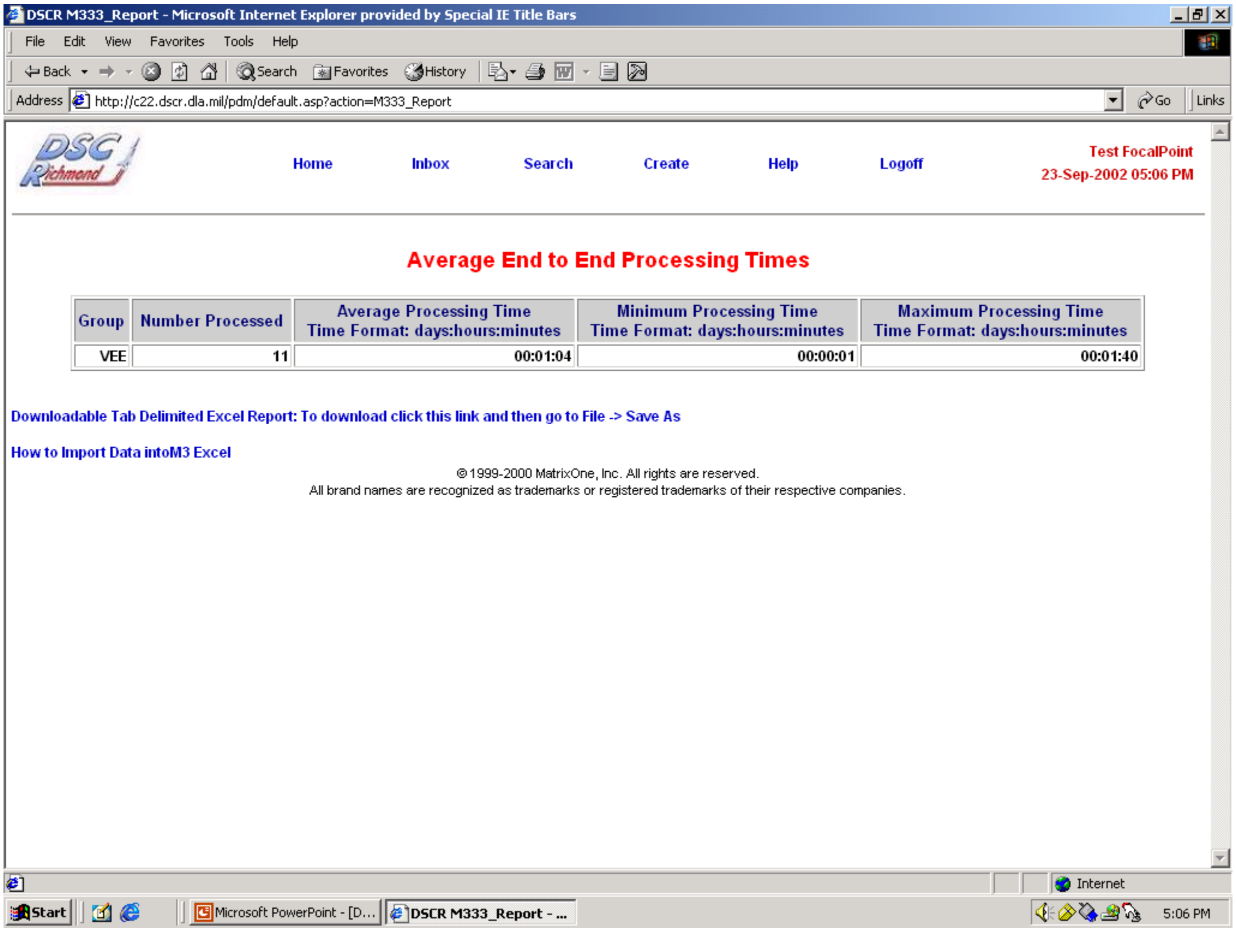


Figure 52: Average End to End Processing Times Results

Report by Category

The **Report by Category** report provides a list of cases for each category 15 A through 15 K. The user has the option of customizing the report by several criteria. The user can select one or multiple categories 15 A through 15 K on which to report. The user may also select a specific status and date range for the report. **Figure 53: Report by Category Criteria** shows the report criteria.

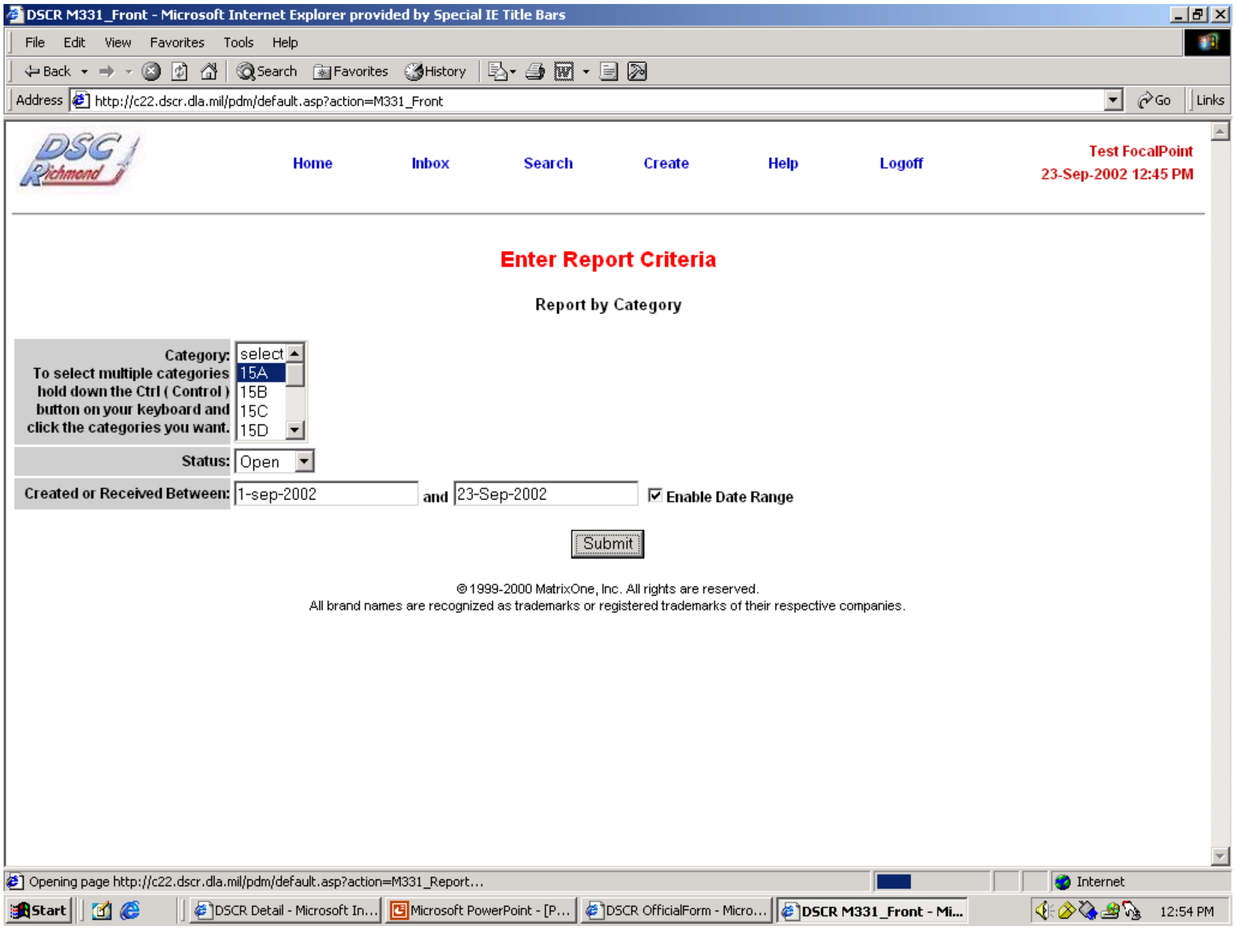
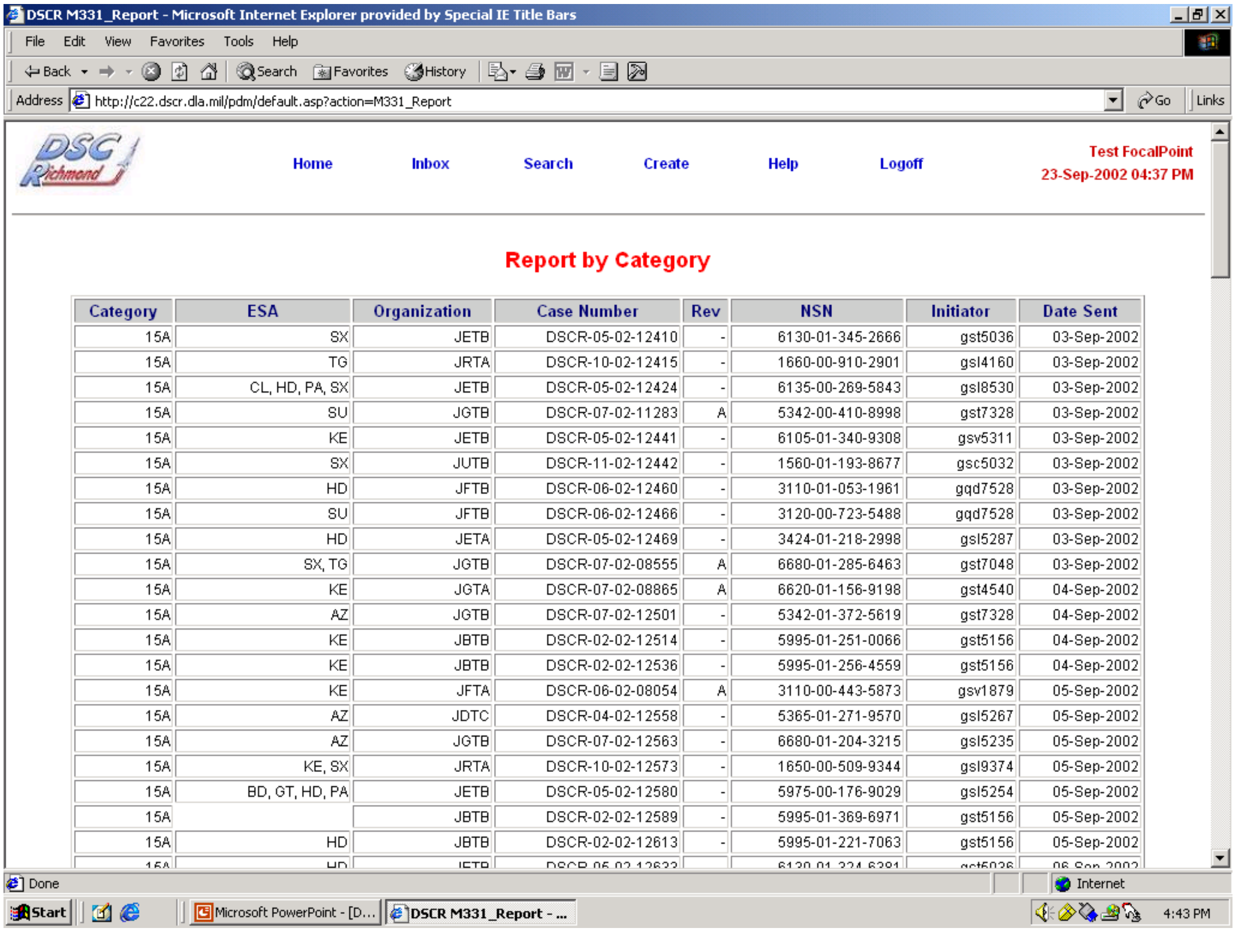


Figure 53: Report by Category Criteria

The displayed results include the category, ESA, organization, case number, revision, NSN, initiator, and date initiated. **Figure 54: Report by Category Results** illustrates the report results.



Report by Category

Category	ESA	Organization	Case Number	Rev	NSN	Initiator	Date Sent
15A	SX	JETB	DSCR-05-02-12410	-	6130-01-345-2666	gst5036	03-Sep-2002
15A	TG	JRTA	DSCR-10-02-12415	-	1660-00-910-2901	gsl4160	03-Sep-2002
15A	CL, HD, PA, SX	JETB	DSCR-05-02-12424	-	6135-00-269-5843	gsl8530	03-Sep-2002
15A	SU	JGTB	DSCR-07-02-11283	A	5342-00-410-8998	gst7328	03-Sep-2002
15A	KE	JETB	DSCR-05-02-12441	-	6105-01-340-9308	gsv5311	03-Sep-2002
15A	SX	JUTB	DSCR-11-02-12442	-	1560-01-193-8677	gsc5032	03-Sep-2002
15A	HD	JFTB	DSCR-06-02-12460	-	3110-01-053-1961	gqd7528	03-Sep-2002
15A	SU	JFTB	DSCR-06-02-12466	-	3120-00-723-5488	gqd7528	03-Sep-2002
15A	HD	JETA	DSCR-05-02-12469	-	3424-01-218-2998	gsl5287	03-Sep-2002
15A	SX, TG	JGTB	DSCR-07-02-08555	A	6680-01-285-6463	gst7048	03-Sep-2002
15A	KE	JGTA	DSCR-07-02-08865	A	6620-01-156-9198	gst4540	04-Sep-2002
15A	AZ	JGTB	DSCR-07-02-12501	-	5342-01-372-5619	gst7328	04-Sep-2002
15A	KE	JBTB	DSCR-02-02-12514	-	5995-01-251-0066	gst5156	04-Sep-2002
15A	KE	JBTB	DSCR-02-02-12536	-	5995-01-256-4559	gst5156	04-Sep-2002
15A	KE	JFTA	DSCR-06-02-08054	A	3110-00-443-5873	gsv1879	05-Sep-2002
15A	AZ	JDTC	DSCR-04-02-12558	-	5365-01-271-9570	gsl5267	05-Sep-2002
15A	AZ	JGTB	DSCR-07-02-12563	-	6680-01-204-3215	gsl5235	05-Sep-2002
15A	KE, SX	JRTA	DSCR-10-02-12573	-	1650-00-509-9344	gsl9374	05-Sep-2002
15A	BD, GT, HD, PA	JETB	DSCR-05-02-12580	-	5975-00-176-9029	gsl5254	05-Sep-2002
15A		JBTB	DSCR-02-02-12589	-	5995-01-369-6971	gst5156	05-Sep-2002
15A	HD	JBTB	DSCR-02-02-12613	-	5995-01-221-7063	gst5156	05-Sep-2002

Figure 54: Report by Category Results

Cost Per Category

The **Cost Per Category** report provides a list of cases for each category 15 A through 15 K. The user has the option of customizing the report by several criteria. The user can select one or multiple categories 15 A through 15 K on which to report. The user may also select a specific ESA and date range for the report. **Figure 55: Cost Per Category Criteria** shows the report criteria.

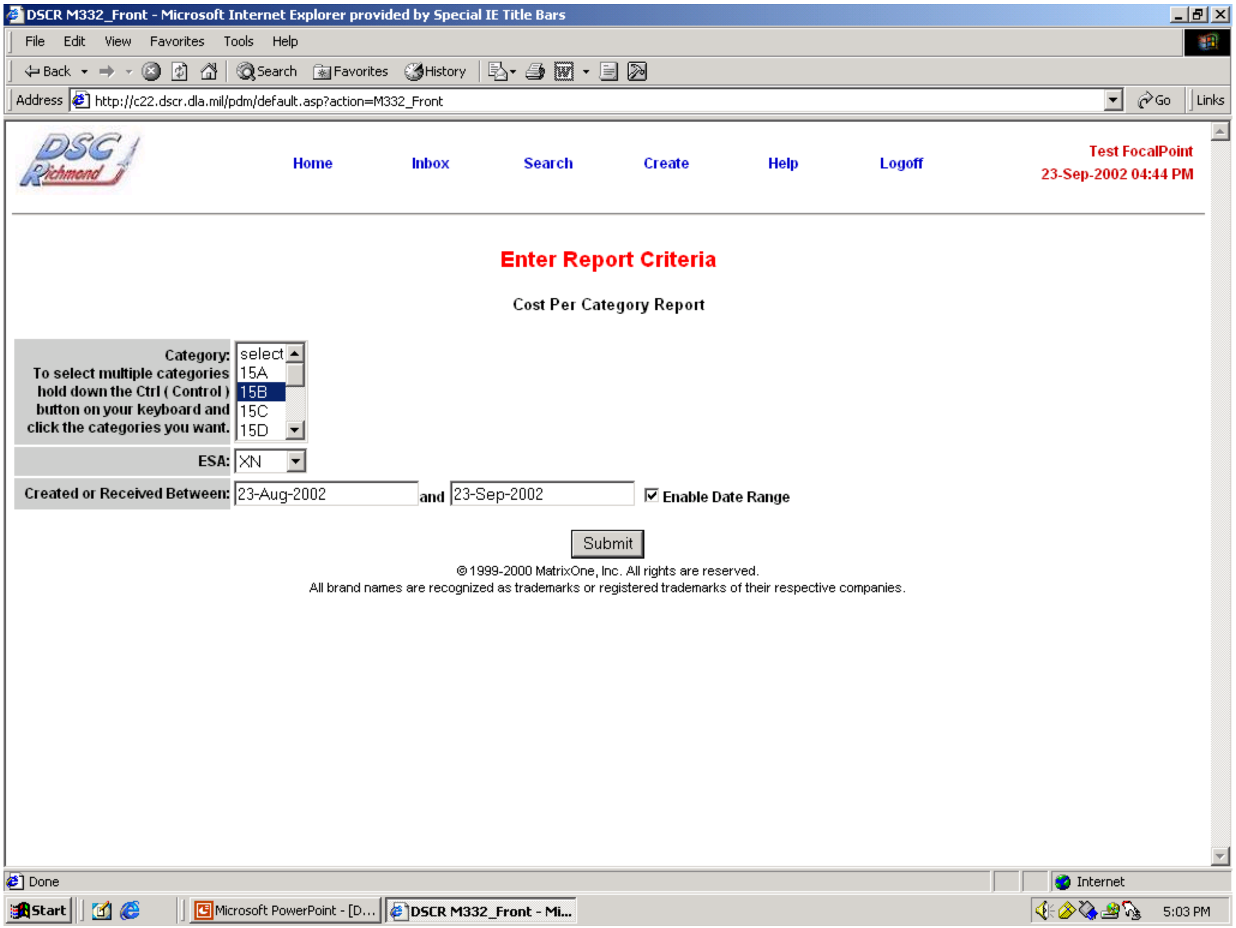


Figure 55: Cost Per Category Criteria

The displayed results include the category, cost per category, and total cost. **Figure 56: Cost Per Category Results** illustrates the report results.

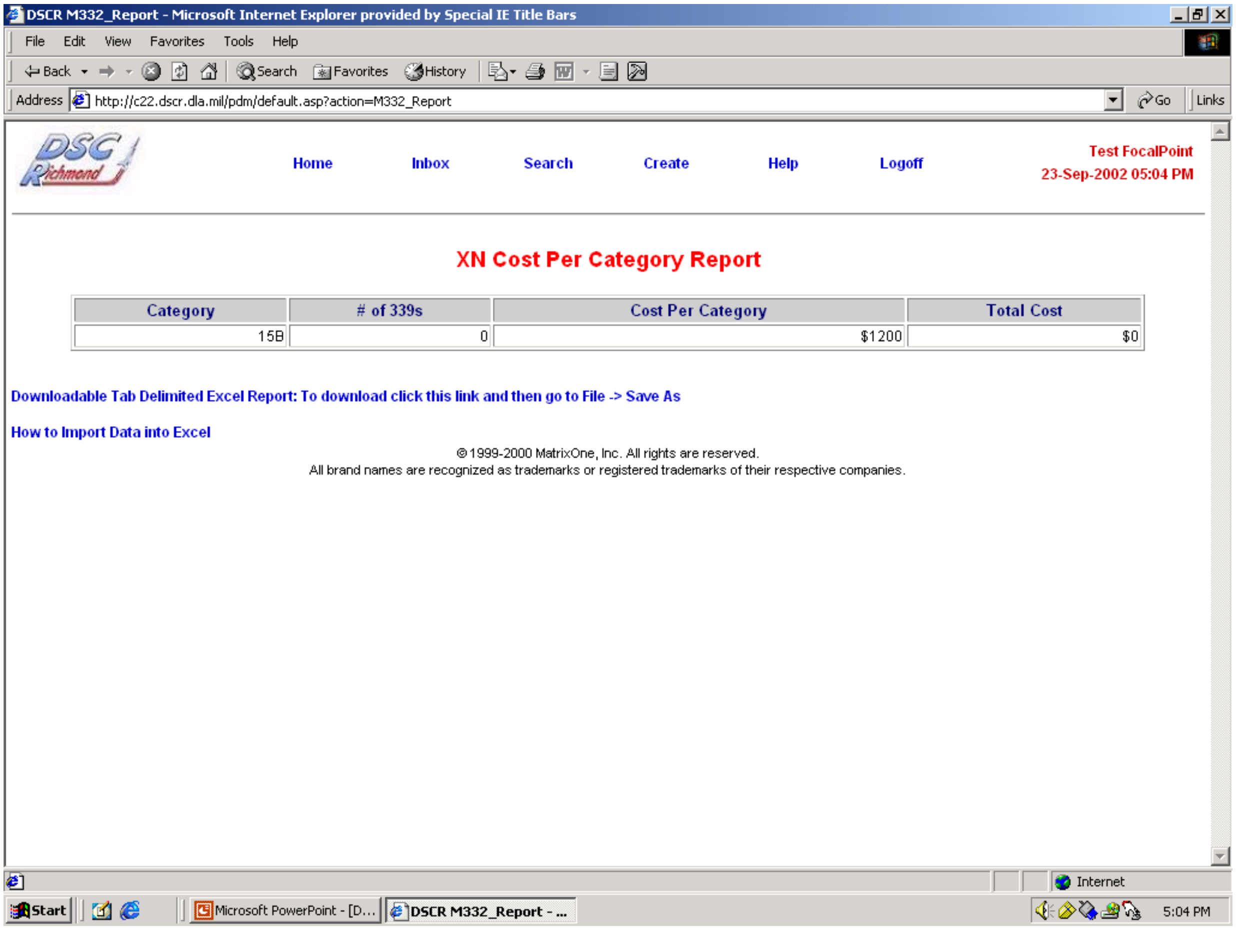


Figure 56: Cost Per Category Results

Total 339s by State and Group

The **Total 339s by State and Group** report provides a list of cases by group. The user has the option of customizing the report by several criteria. The user can select the type, either Part I & II or Part II alone or both. The user may also select one or more offices and a date range for the report. **Figure 57: Total 339s by State and Group Criteria** shows the report criteria.

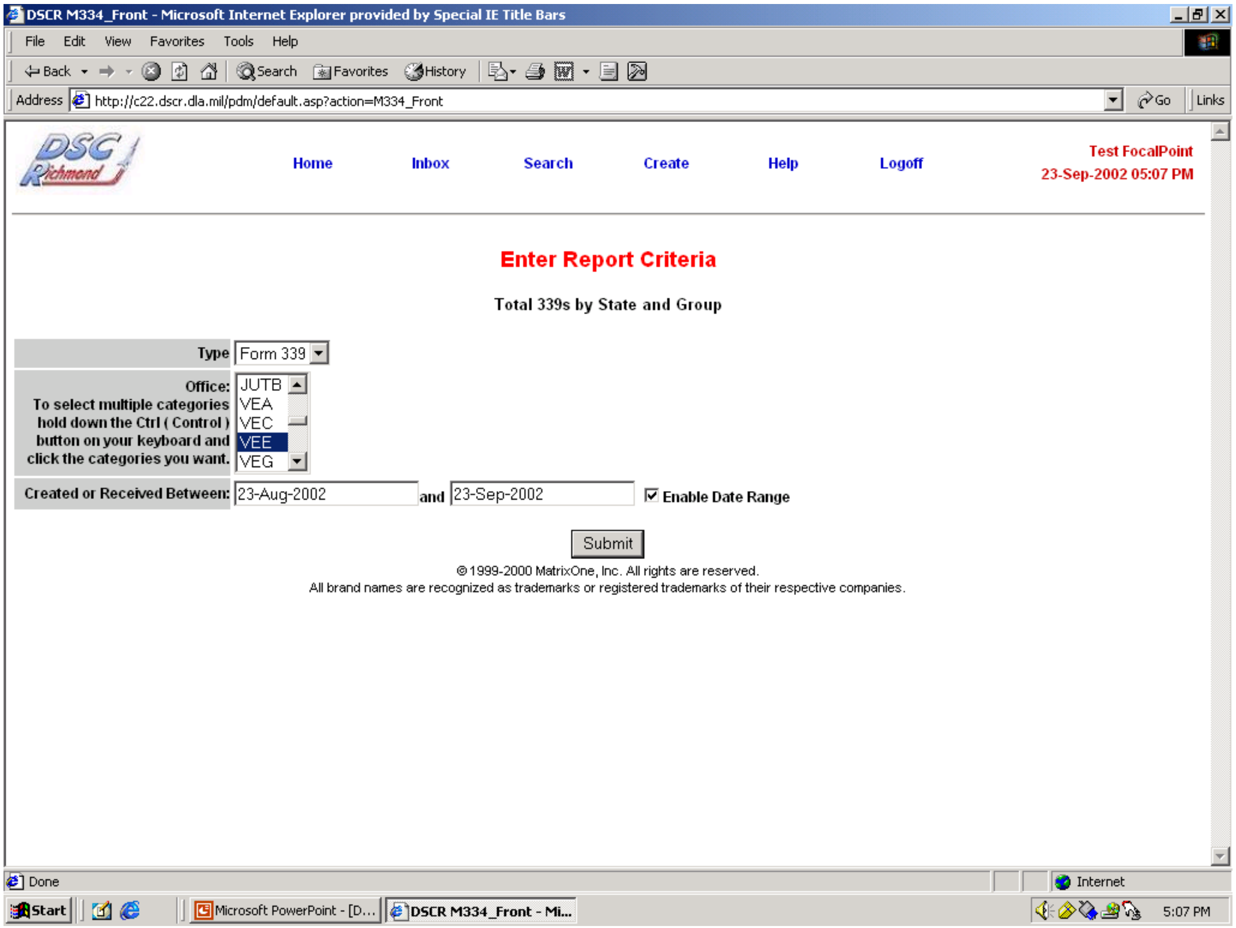


Figure 57: Total 339s by State and Group Criteria

The displayed results include the group, total number of cases for the group in each state, and the total number for cases for the group overall. **Figure 58: Total 339s by State and Group Results** illustrates the report results.

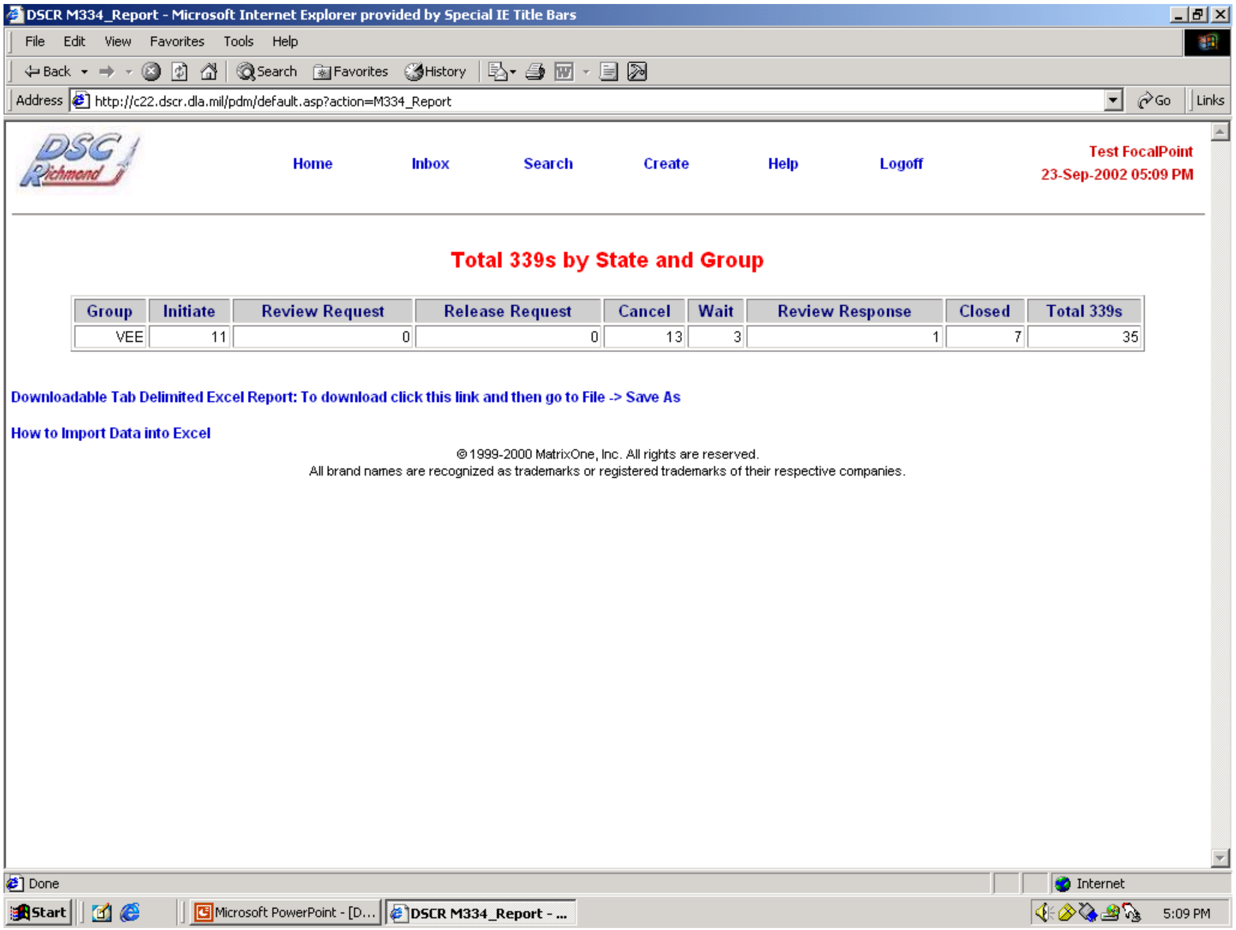


Figure 58: Total 339s by State and Group Results

Total 339s Initiated

The **Total 339s Initiated** report provides a list of cases by group and user of the total 339s initiated. The user has the option of customizing the report by several criteria. The user can select one or more users, one or more offices, and a date range for the report. **Figure 59: Total 339s Initiated Criteria** shows the report criteria.

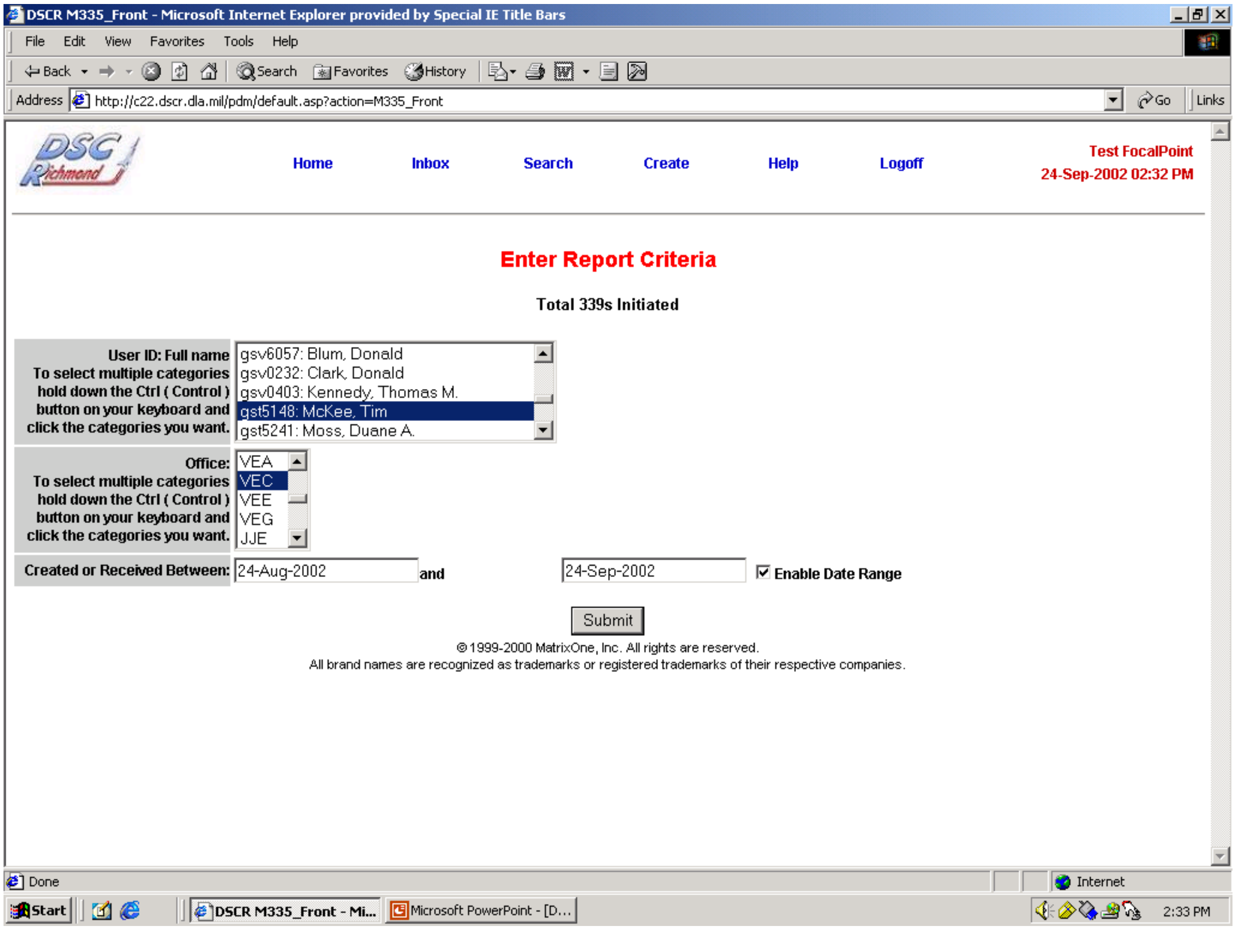


Figure 59: Total 339s Initiated Criteria

The displayed results list the total 339s by group and then by user. **Figure 60: Total 339s Initiated Results** illustrates the report results.

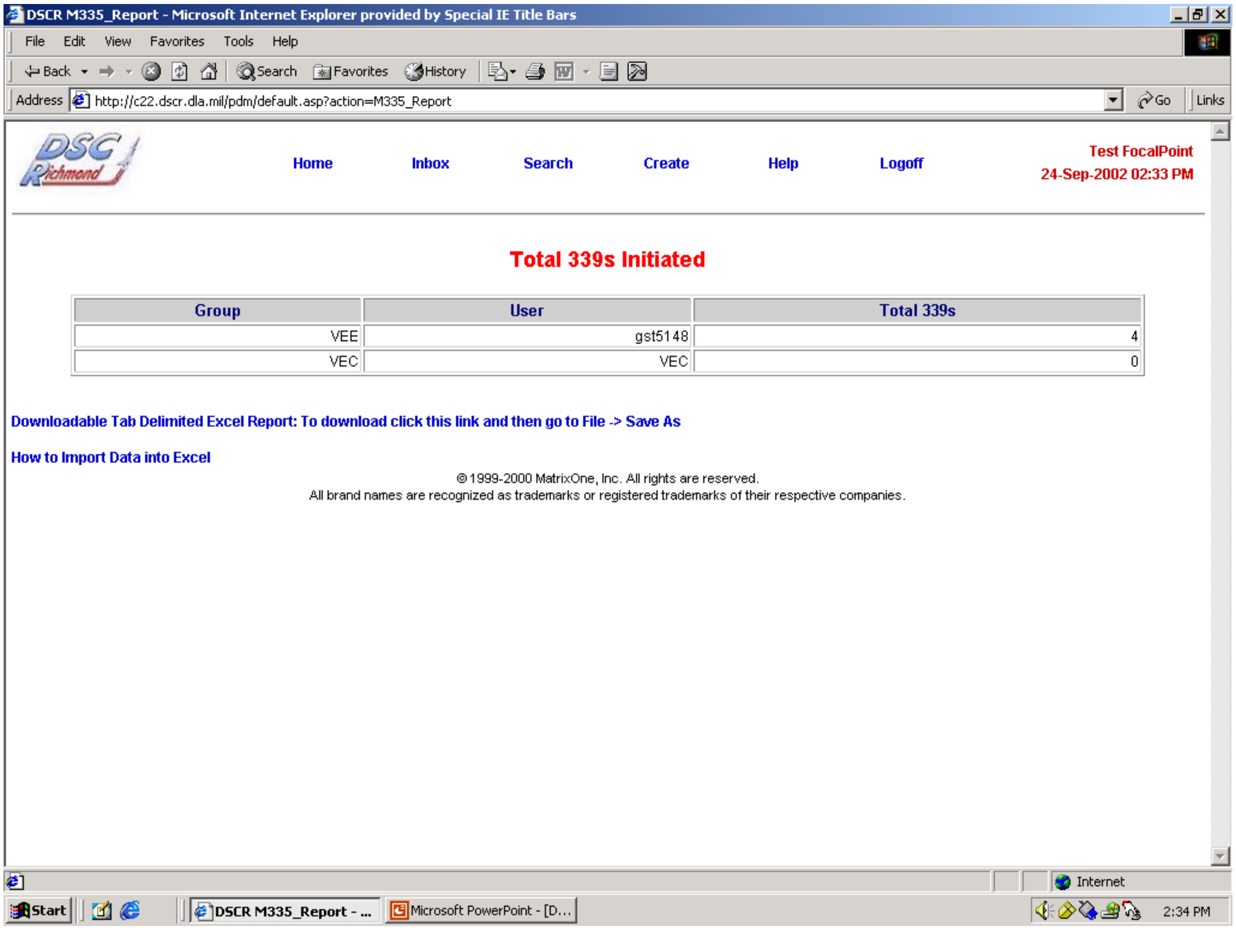


Figure 60: Total 339s Initiated Results

Excel Download of Reports

The system provides a feature for downloading reports into Excel format. At the end of each report is the option '**Downloadable Tab Delimited Excel Report**,' illustrated in **Figure 61: Download to Excel Option**.

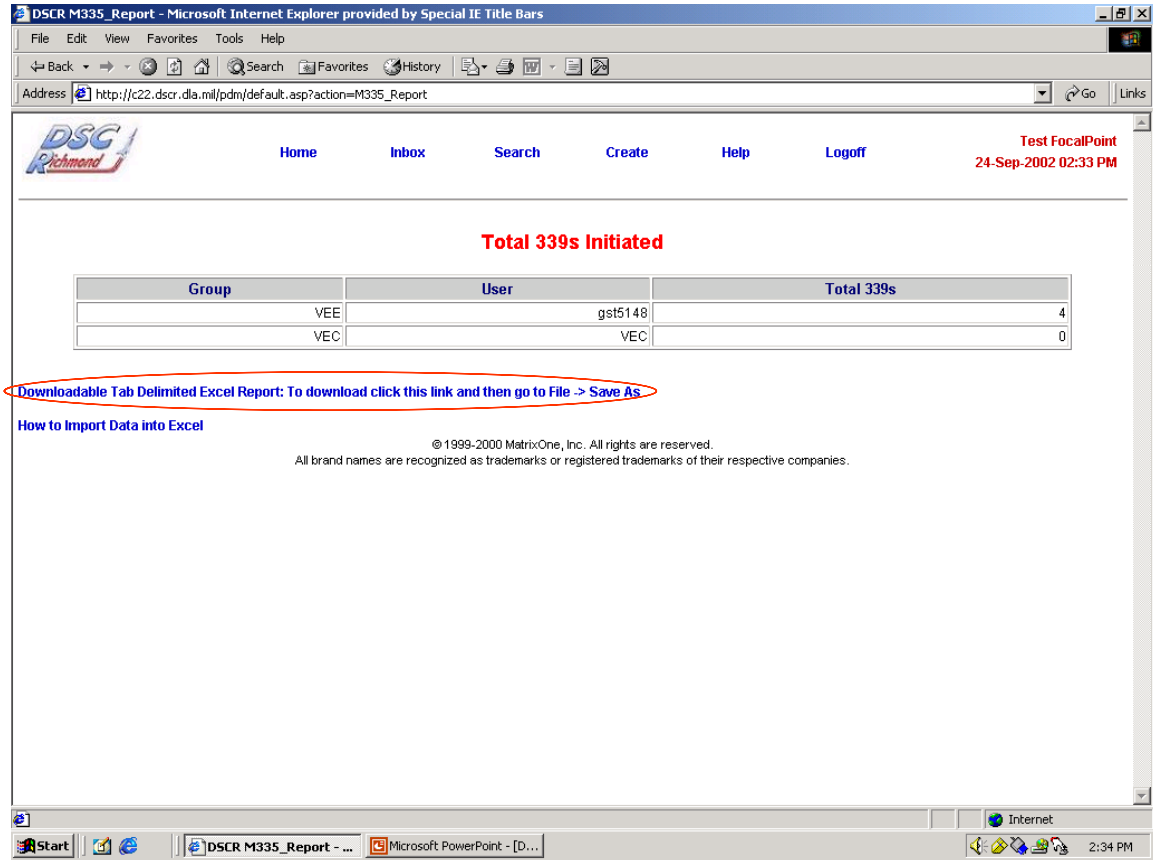


Figure 61: Download to Excel Option

By clicking this option, the user accesses a display containing a tab delimited view of the data and a '**Save As**' dialog box opens, illustrated in **Figure 62: Data for Excel Download** and **Figure 63: Save As Dialog for Excel Download of Reports**.

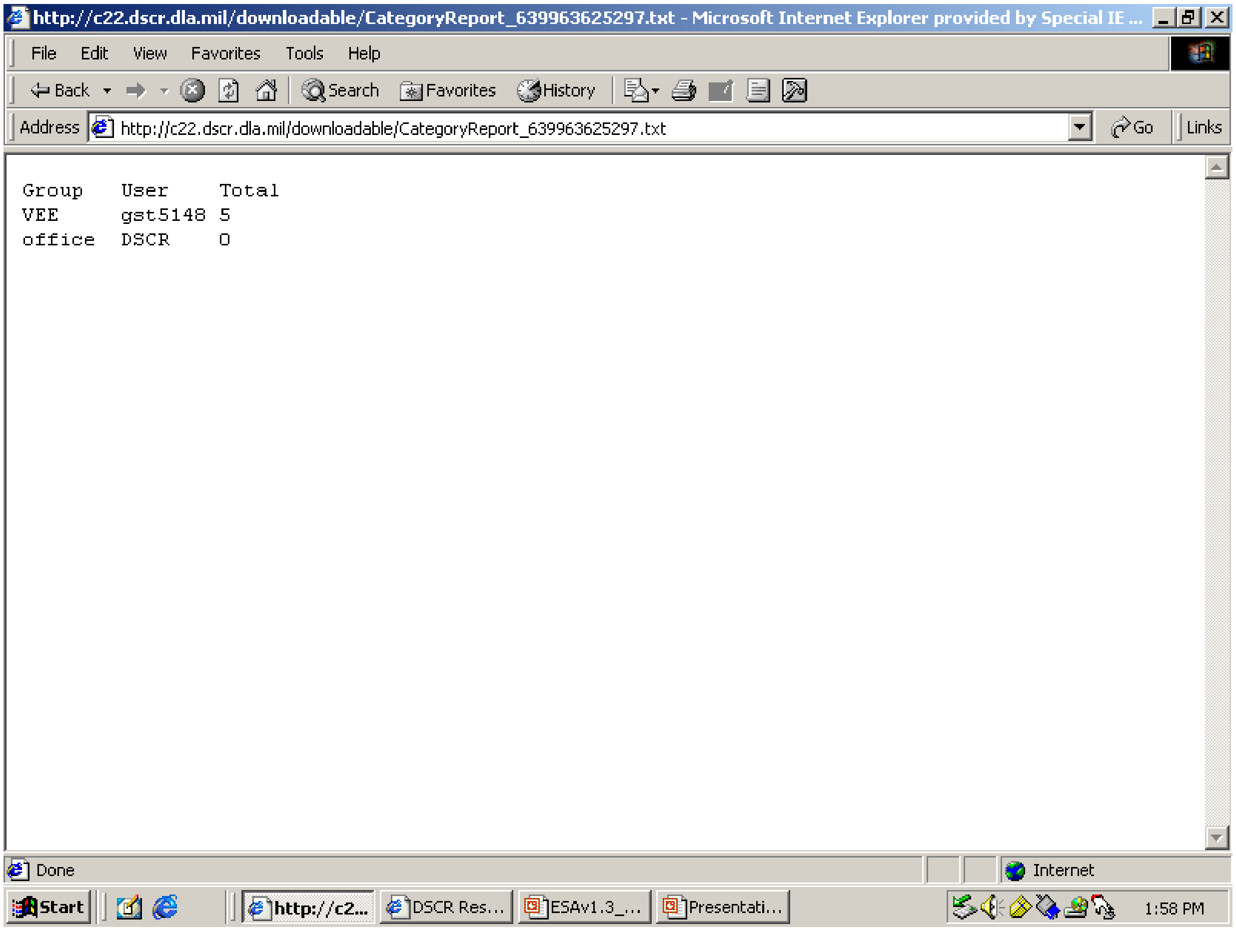


Figure 62: Data for Excel Download

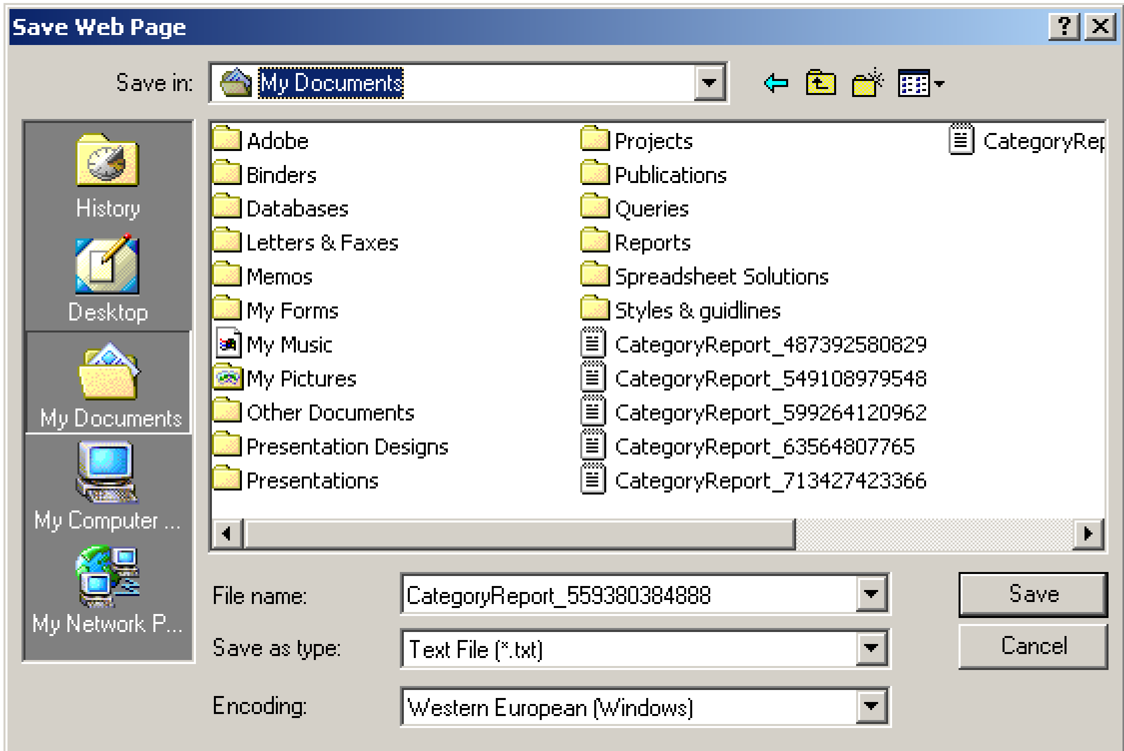


Figure 63: Save As Dialog for Excel Download of Reports

To use the data in Excel the user should select to save the file as a text file and then import the data into Excel. Instructions are provided for this process in a link at the end of each report, illustrated in **Figure 64: How to Import Data into Excel Option**. Clicking this link displays basic instructions for importing the saved data into Excel, as shown in **Figure 65: Excel Import How To Instructions**. **Figure 66: Excel Download of Report Data** illustrates the results of an import.

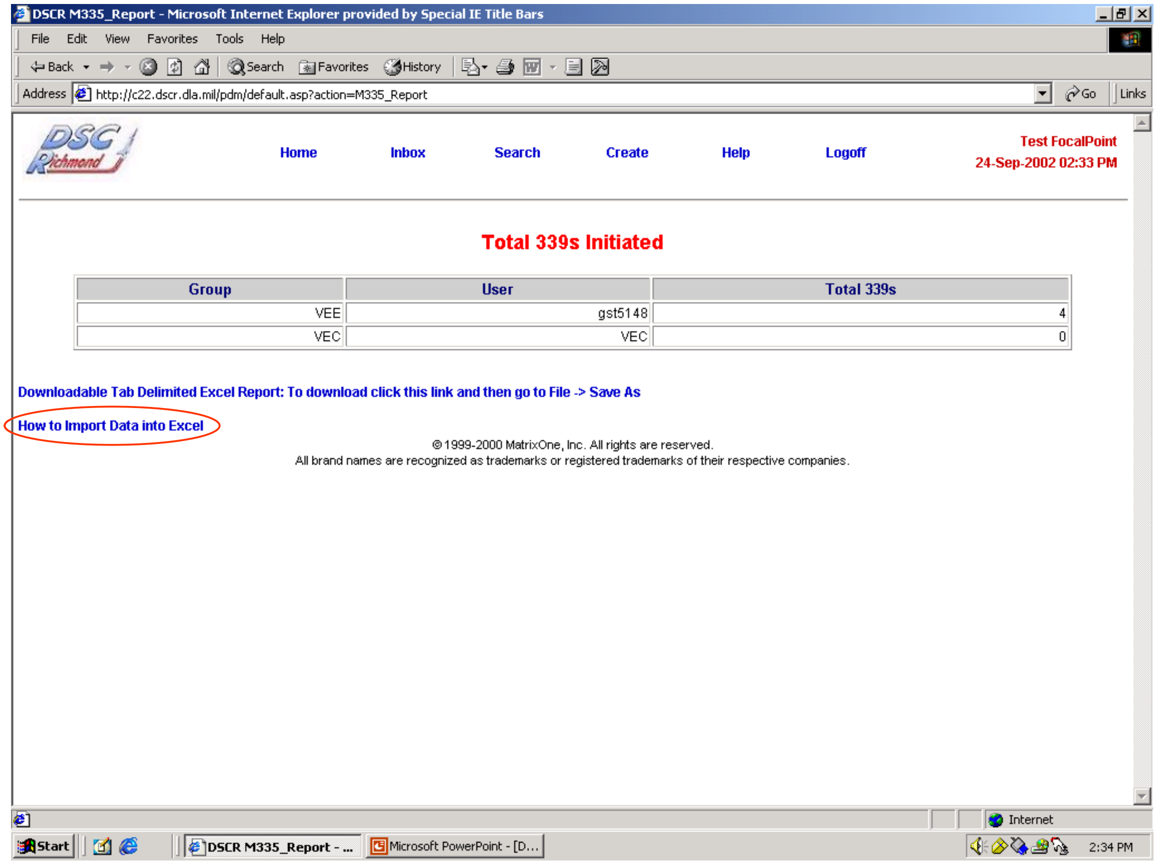


Figure 64: How to Import Data into Excel Option

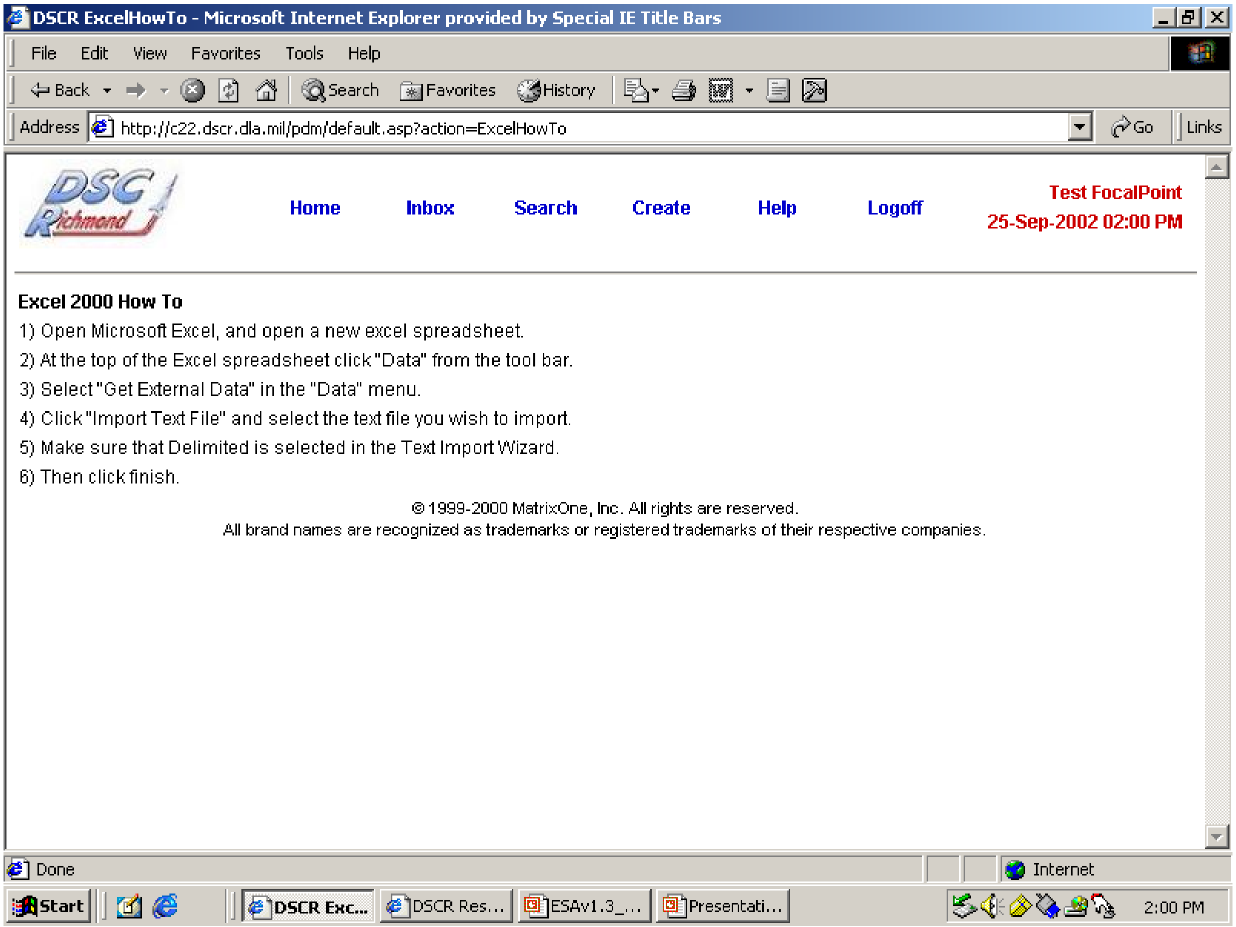


Figure 65: Excel Import How To Instructions

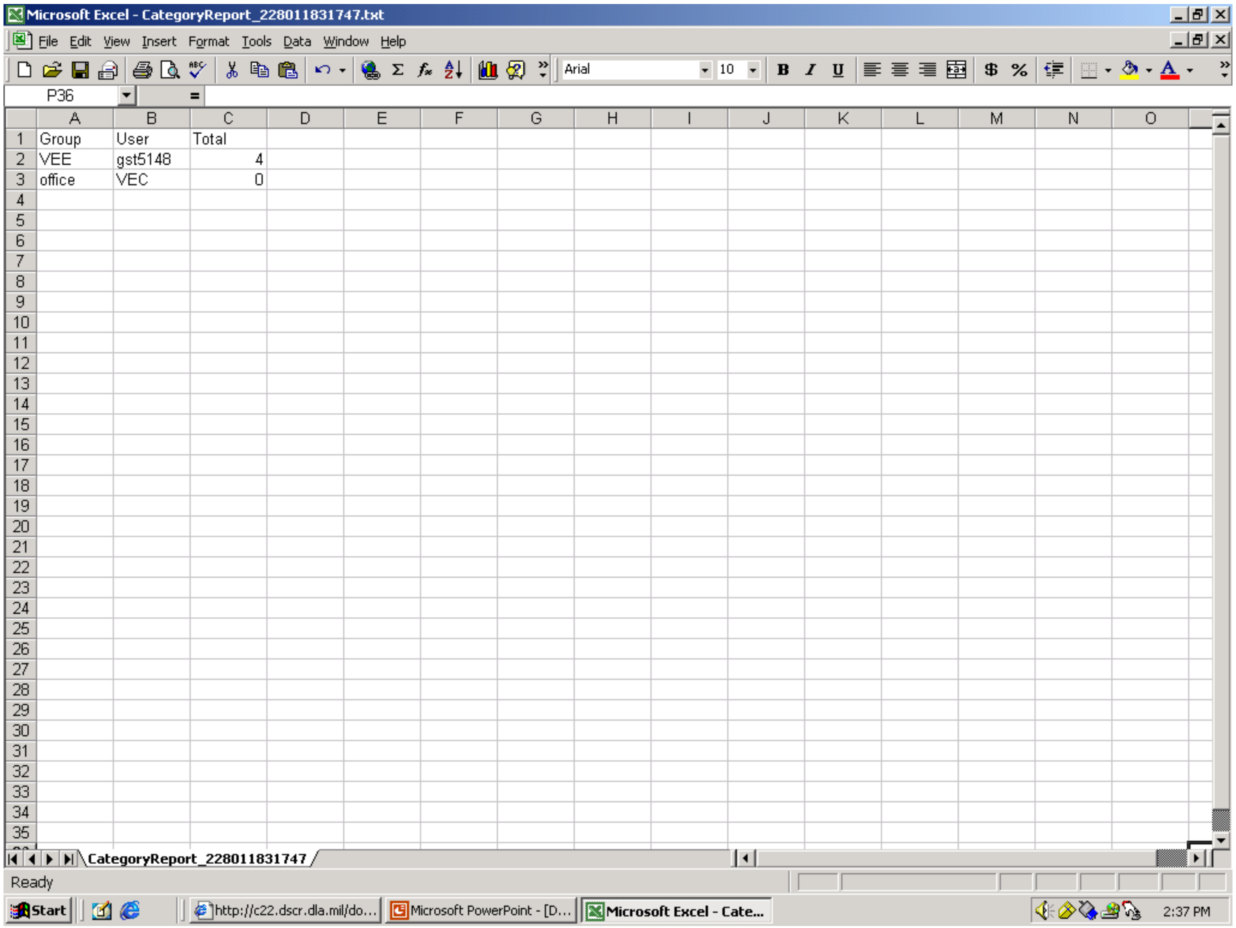


Figure 66: Excel Download of Report Data

Chapter 3

User Administration

This chapter introduces you to the User Administration function of the Engineering Support Automation (ESA) System Application. In it, you will learn to work with these capabilities:

- User Administration Home Screen
- Add New User
- Modify User
- Add/Modify Groups
- View Groups
- View Roles
- Change Password
- User Info
- FAQ

User Administrator Home Screen

The designated User Administrators at DSCR will have privileges to create new users in the system, assign users to certain role/group levels, and maintain existing users within the system. The User Administrator, once logged into the system, will enter the Home Screen. From this screen, he/she will have access to the User Administrator Screens as seen in **Figure 67: User Administrator Home Screen**. The user selects the **User Admin** link from the Home Screen to access the User Administration Screens.

Figure 67: User Administrator Home Screen

Add New User

Once the User Administrator has entered the User Administrator Screen, he/she can add new users into the application. The User Administrator clicks the **New User** command button as seen in **Figure 68: User Administration Screen**. This brings them to the New User Screen as seen in **Figure 69: New User Screen**. From the New User Screen, the User Administrator can set a user's Login ID. They can add profile information about the user including their full name, address, contact numbers, fax number, and email address. The User Administrator has the ability to set passwords, select password options, and assign the new user to established roles and groups, which define the user's access privileges within the system.

In order to add the User to a particular group, the User Administrator selects the Group Name from the drop-down menu next to **User Groups** on the Add New User Screen. In order to add a User to a role, the User Administrator selects a Role Name from the list next to **User Roles** on the Add New User Screen. The User Administrator selects the **Add** command button to add the roles to the particular User. A User Administrator makes an existing user Inactive by selecting 'Inactive' next to **User Type**, which does not delete the user out of the system, but denies the user access to the system.

When setting up an Initiator within the application, the User Administrator should select the **User Type**, 'Full User' and the role 'Initiator' as seen in **Figure 70: Setup Initiator Screen**.

When setting up a Reviewer within the application, the User Administrator should select the **User Type**, 'Full User' and the role 'Initiator' and 'Reviewer' as seen in **Figure 71: Setup Reviewer Screen**.

When setting up a Focal Point, the User Administrator should select the **User Type** 'Bus Admin' to give Focal Points access to administer users and 'Sys Admin' to give access to Release the DLA Forms 339. Focal Points are setup with the roles of 'Initiator', 'Reviewer' and 'Focal Point' as seen in **Figure 72: Setup Focal Point Screen**. After all new user information is entered within the system, the User Administrator has the options to **Save** or **Cancel**.

Save - User Administrator can Save the New User into the system.

Cancel - Cancels the New User without saving the information into the system.

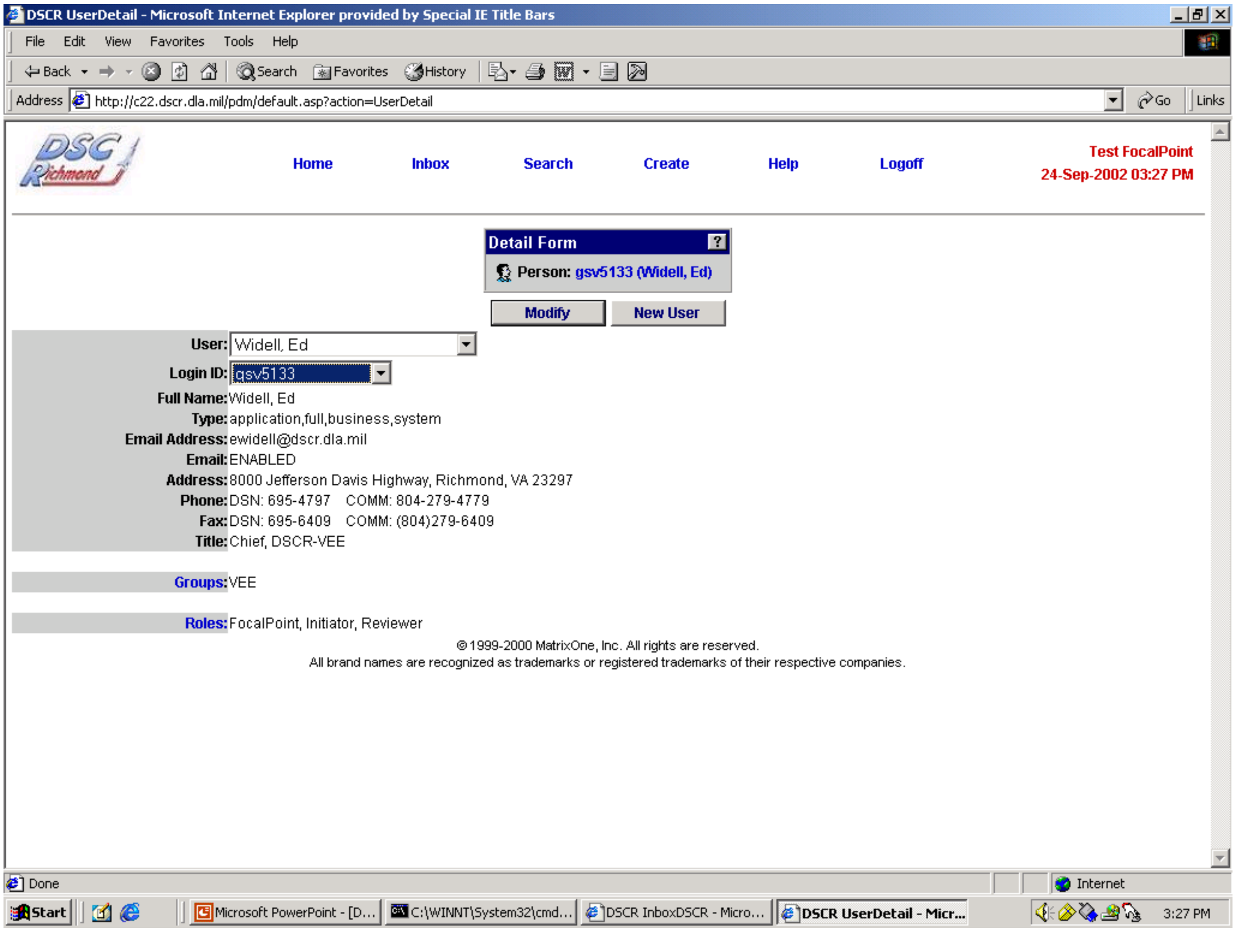


Figure 68: User Administration Screen

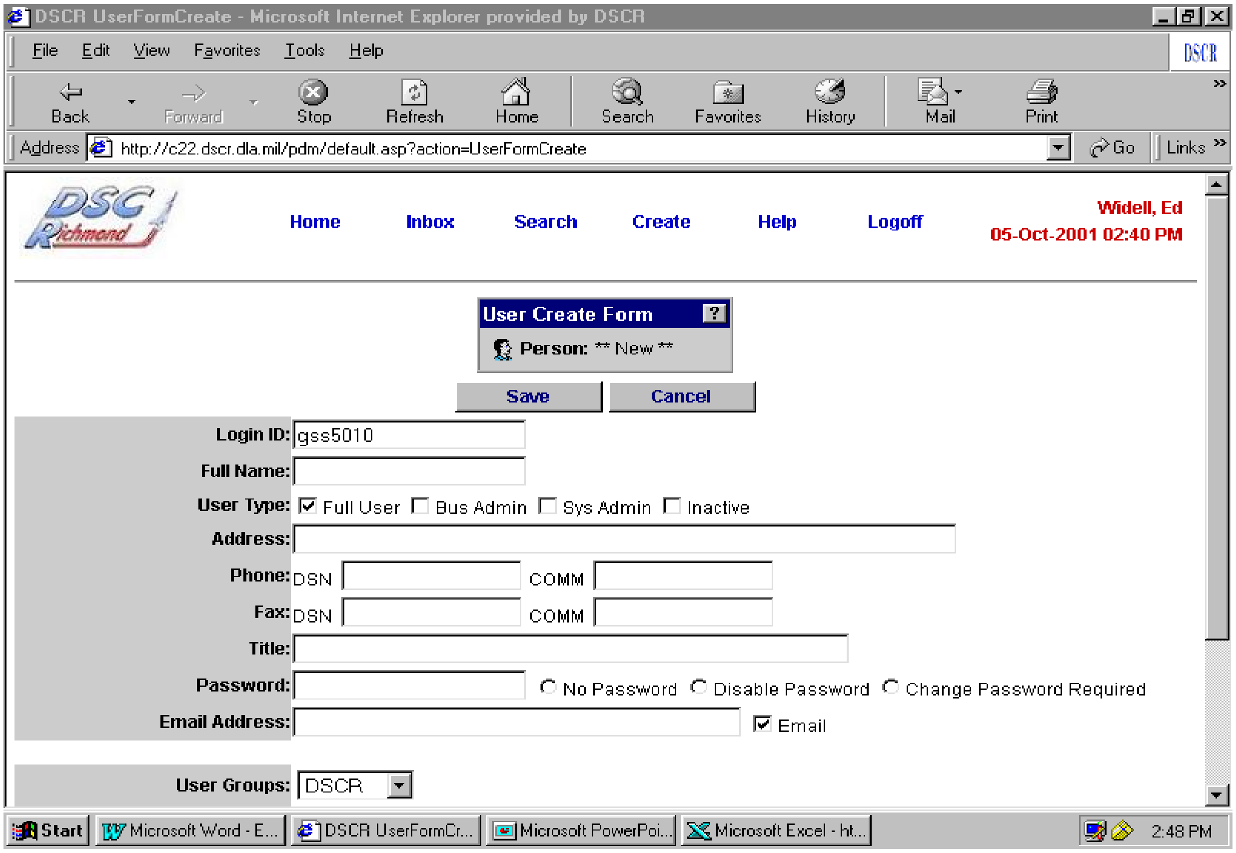


Figure 69: New User Screen

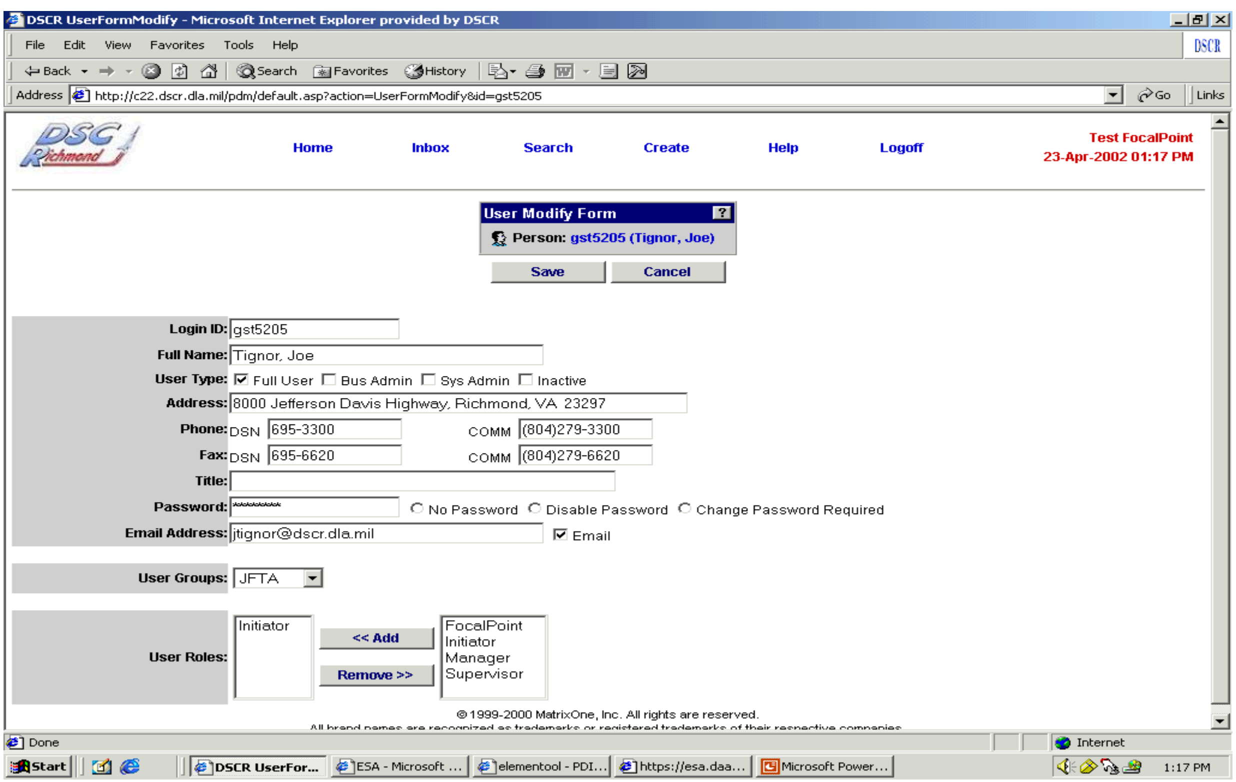


Figure 70: Setup Initiator Screen

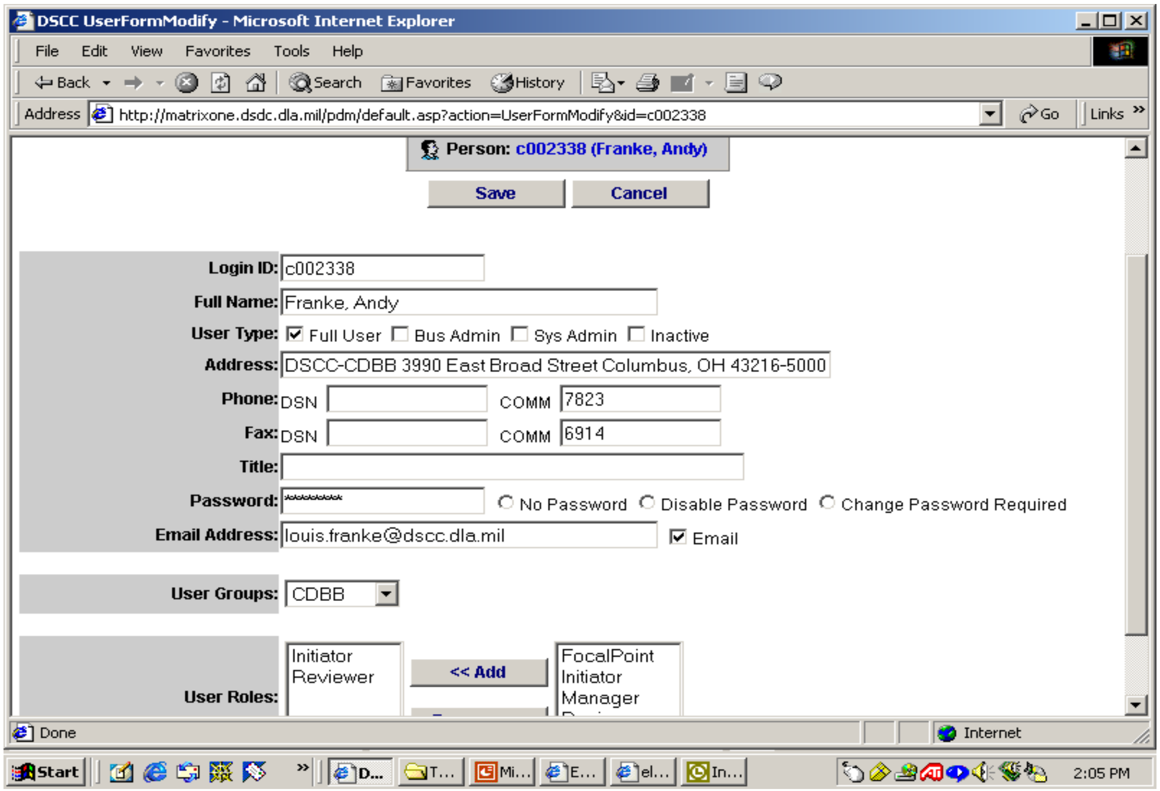


Figure 71: Setup Reviewer Screen

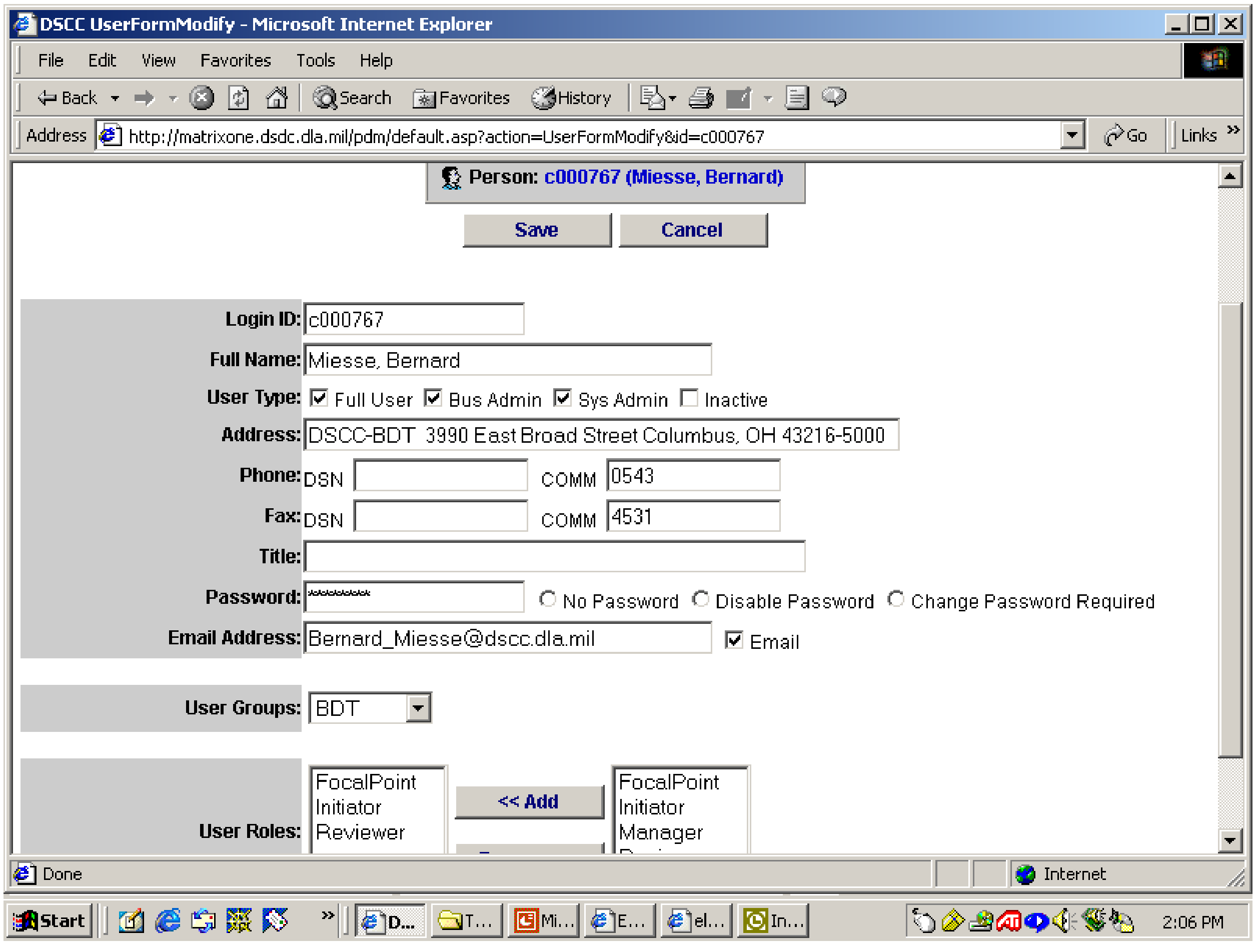


Figure 72: Setup Focal Point Screen

Modify User

The User Administrator maintains existing users in the system from the User Administrator Screen. He/She selects an existing user from a drop-down menu on the User Administrator screen. Information for the selected user is displayed on the screen.

The User Administrator clicks the **Modify** command button as seen in **Figure 73: User Administrator Screen**. This will take them to the screen that gives them the ability to edit user information as seen in **Figure 74: Modify User Screen**. From this screen, the User Administrator can edit a user's information. After the existing user information is updated within the system, the User Administrator has the options to **Save** or **Cancel**.

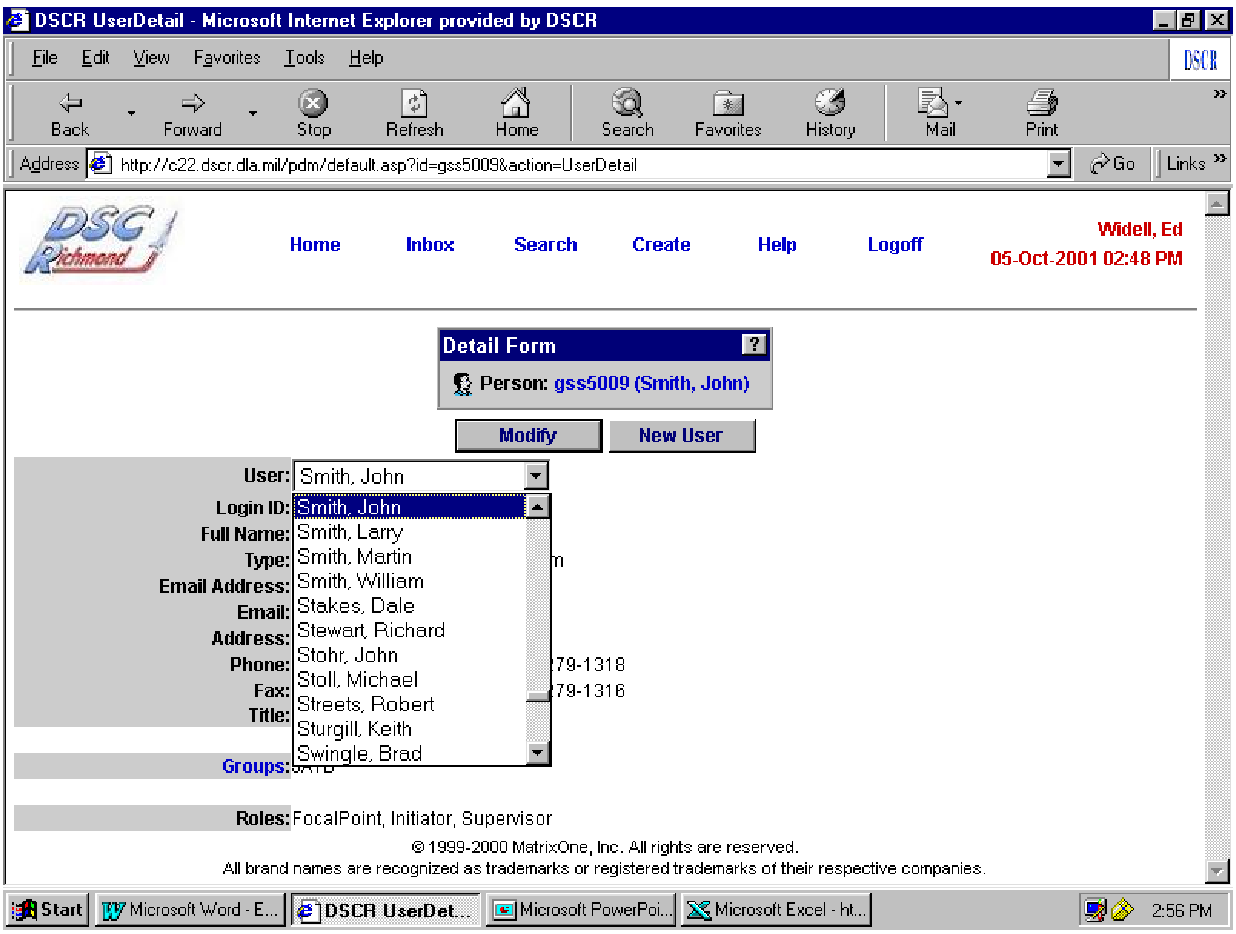


Figure 73: User Administrator Screen

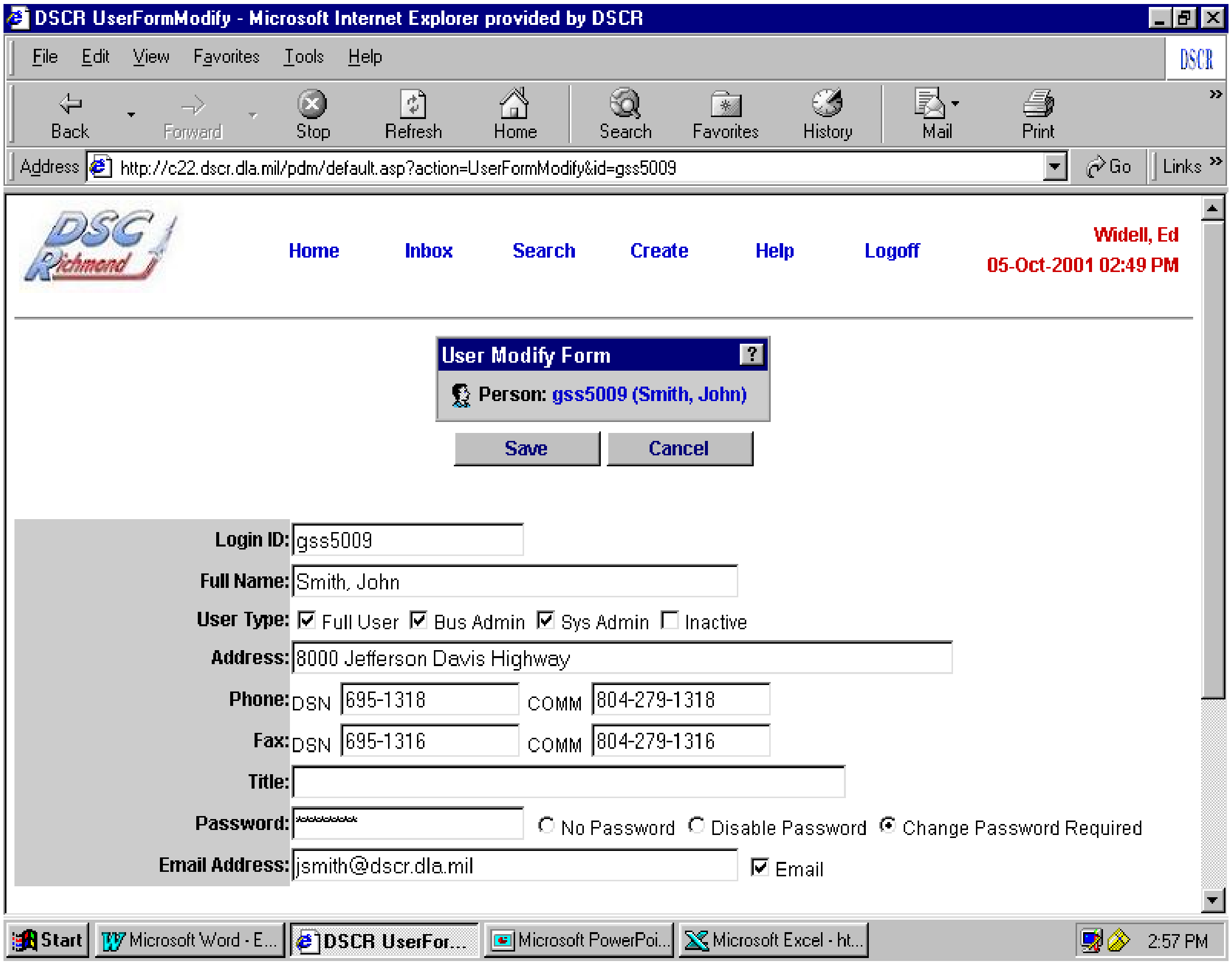


Figure 74: Modify User Screen

Save - User Administrator can Save the New User into the system.

Cancel - Cancels the New User without saving the information into the system.

Add/Modify Group

The User Administrator can add new groups and modify existing groups within the system. The User Administrator double-clicks the blue text, **Groups**, as seen in **Figure 75: User Administrator Screen**. The Add/Modify Groups Screen is displayed as seen in **Figure 76: Add/Modify Group Screen**. From this screen, the User Administrator has the options to select **Modify** to modify an existing group or to select **Add Group** to add a new group into the system.

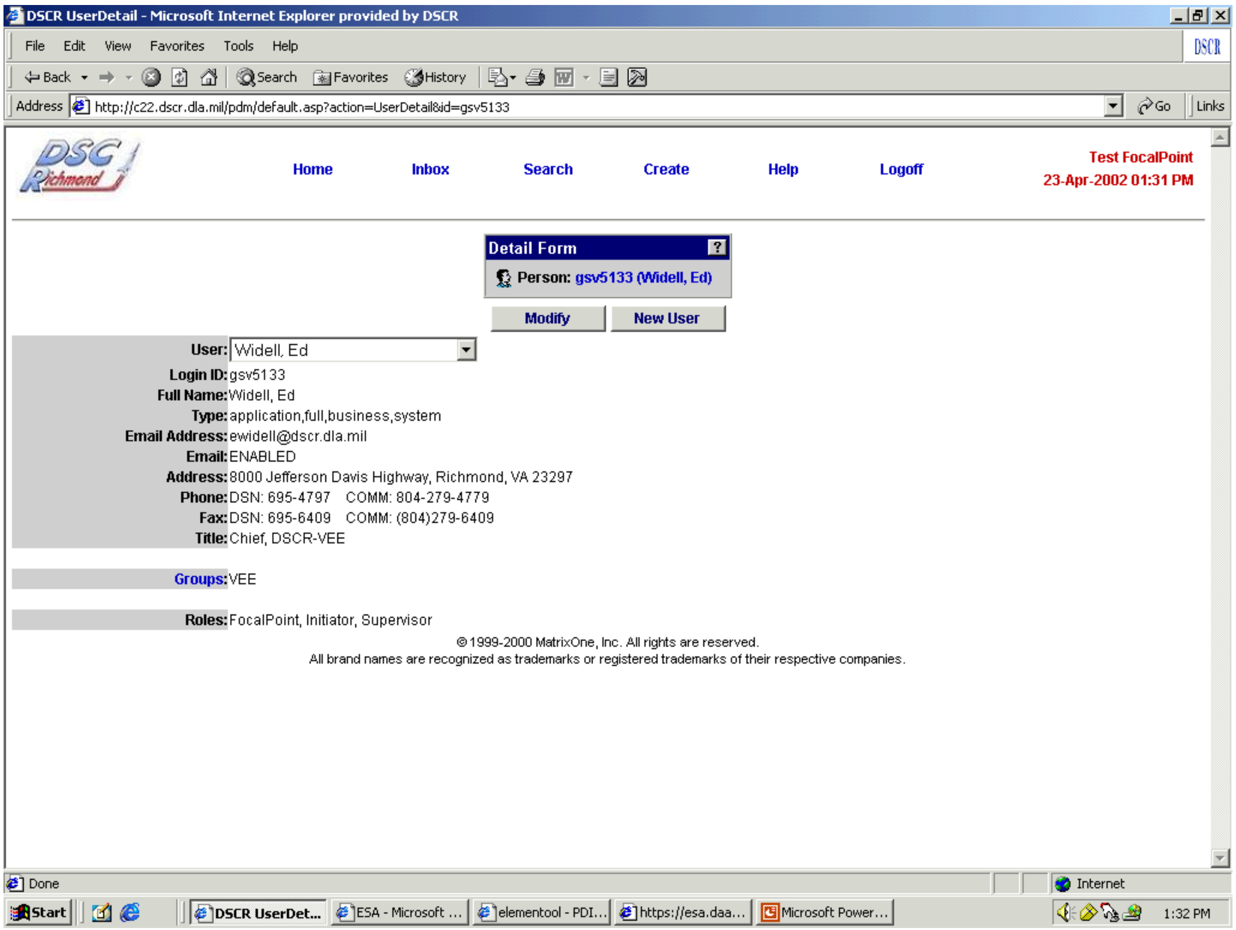


Figure 75: User Administrator Screen

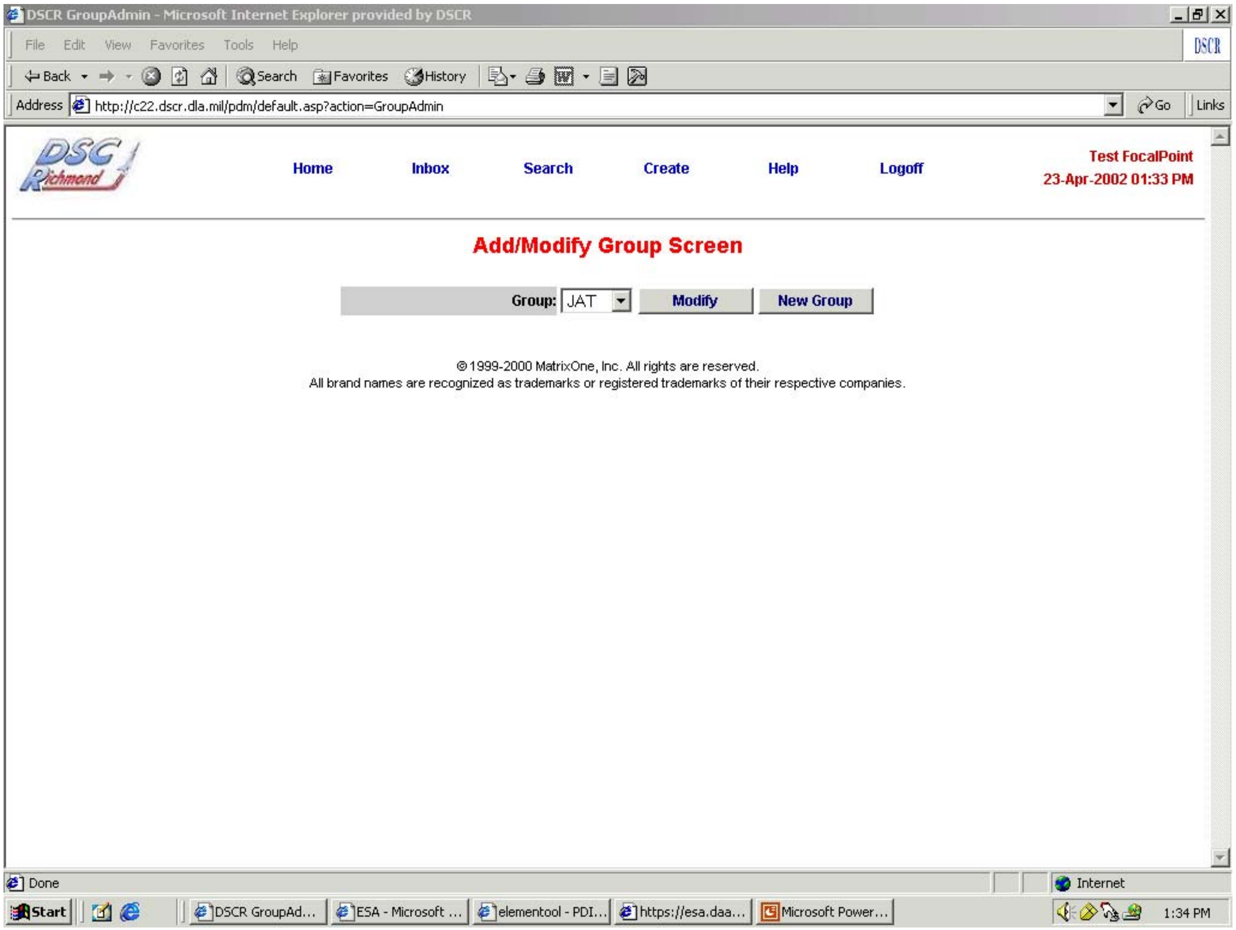


Figure 76: Add/Modify Group Screen

In order to modify a group, the User Administrator selects **Modify** from the Add/Modify Group Screen, which displays the Modify Group Screen as seen in **Figure 77: Modify Group Screen**. From this screen, the user enters the Old Group Name, the New Group Name and selects the **Change** command button to change the Group Name.

In order to add a new group, the User Administrator selects the **New Group** command button from the Add/Modify Group Screen, which displays the Add Group Screen as seen in **Figure 78: Add Group Screen**. The User Administrator enters the New Group Name and selects the **Add** command button to add the new group into the system.

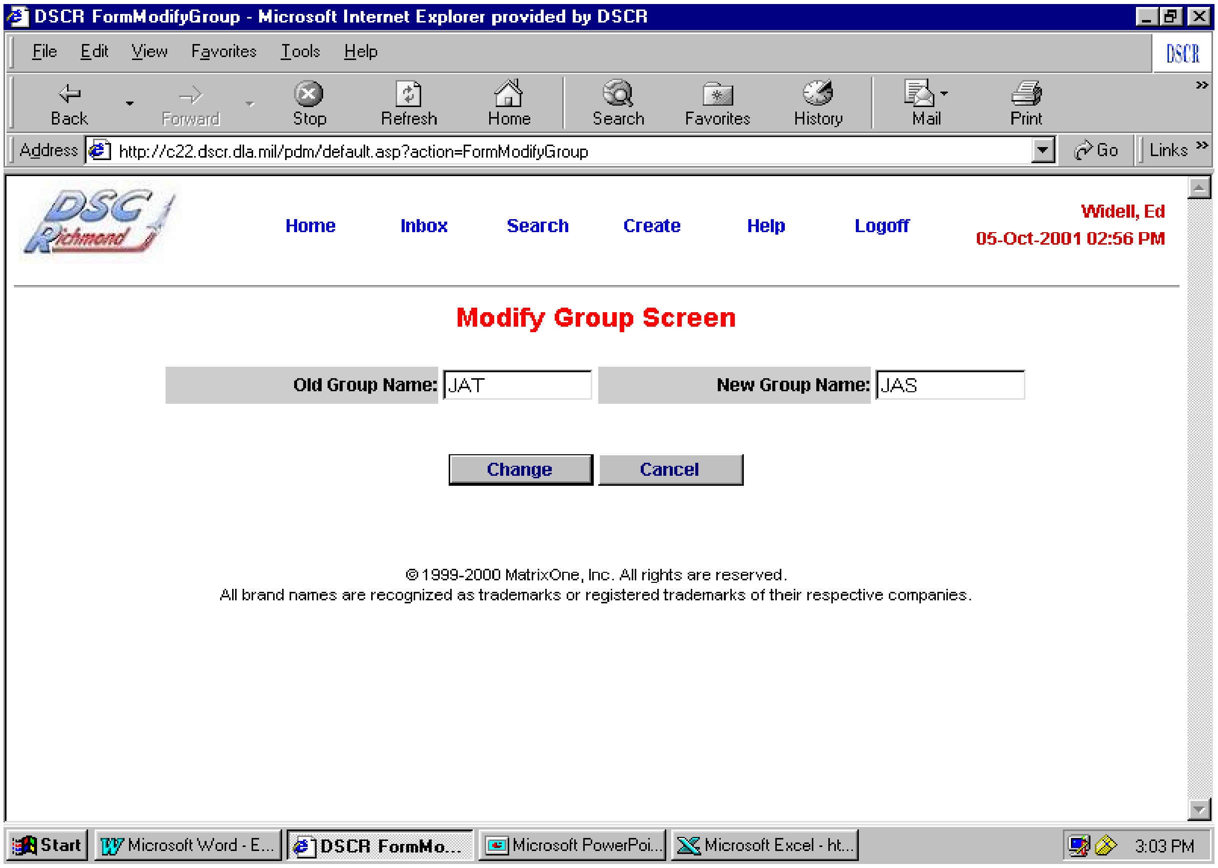


Figure 77: Modify Group Screen

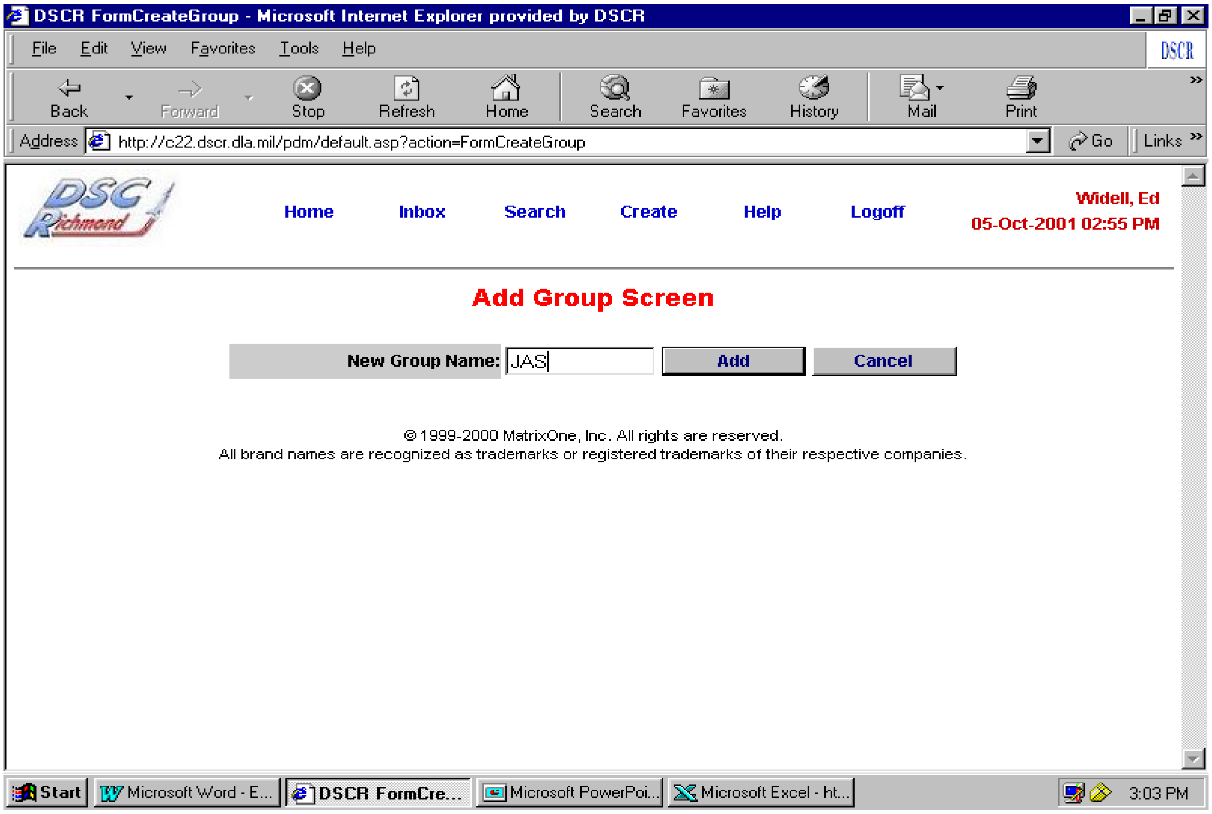


Figure 78: Add Group Screen

View Groups

Focal Points can view users in a selected group from the User Administrative Screen. Focal Point selects **Groups** as seen in **Figure 79: User Admin Screen**. The user then selects the group from the drop-down menu and selects **View** as seen in **Figure 80: Add/Modify Group Screen**. The User ID, Name and Role of all users in the selected group are displayed as seen in **Figure 81: Group Screen**.

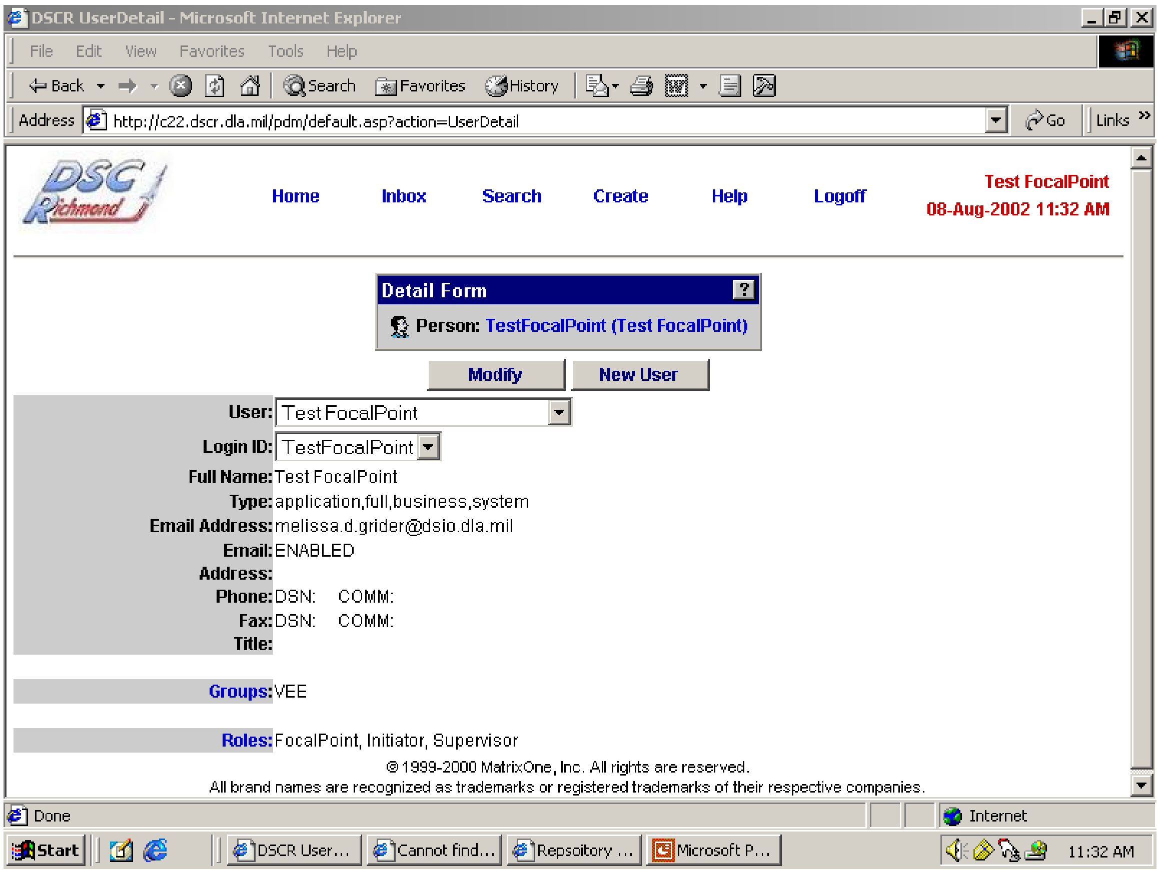


Figure 79: User Admin Screen

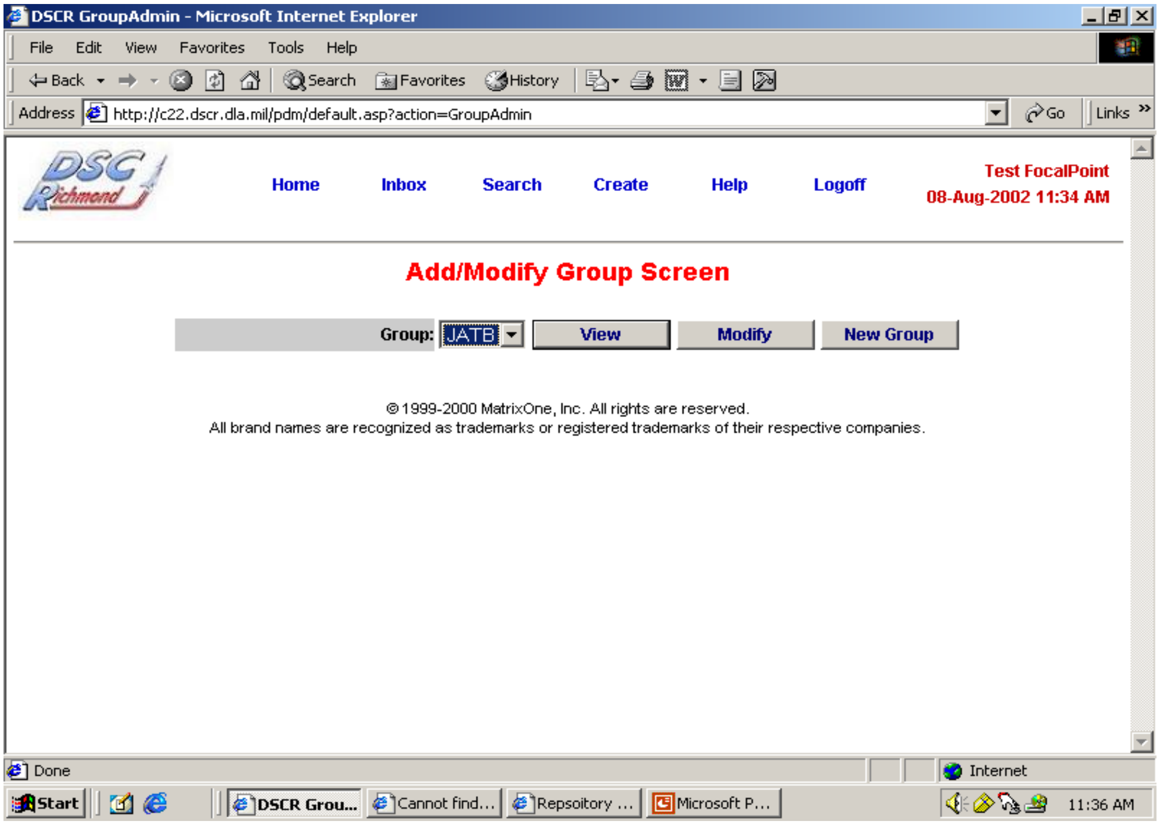


Figure 80: Add/Modify Group Screen

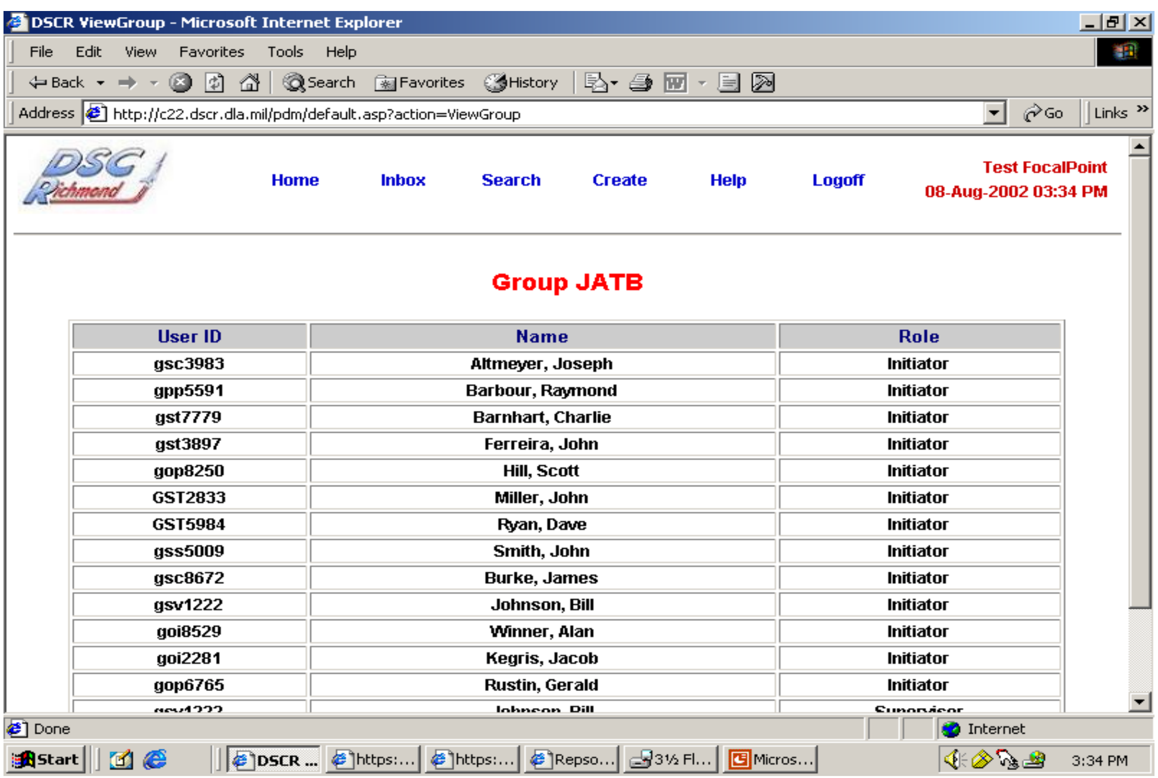


Figure 81: Group Screen

View Roles

Focal Points can view users in a selected role from the User Administrative Screen. Focal Point selects **Roles** as seen in **Figure 82: User Admin Screen**. The user then selects the role from the drop-down menu and selects **View** as seen in **Figure 83: View Role Screen**. The User ID, Name, and Group of all users in the selected role are displayed as seen in **Figure 84: Role Screen**.

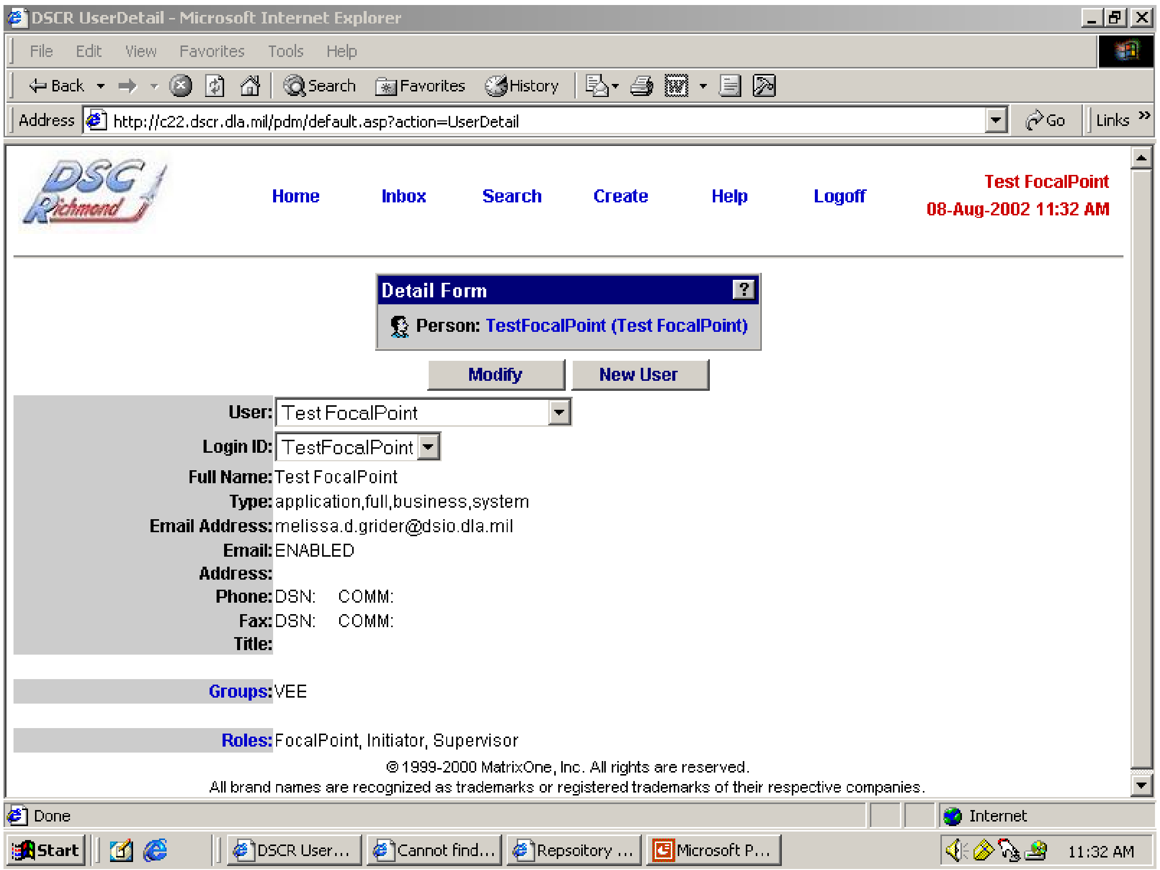


Figure 82: User Admin Screen

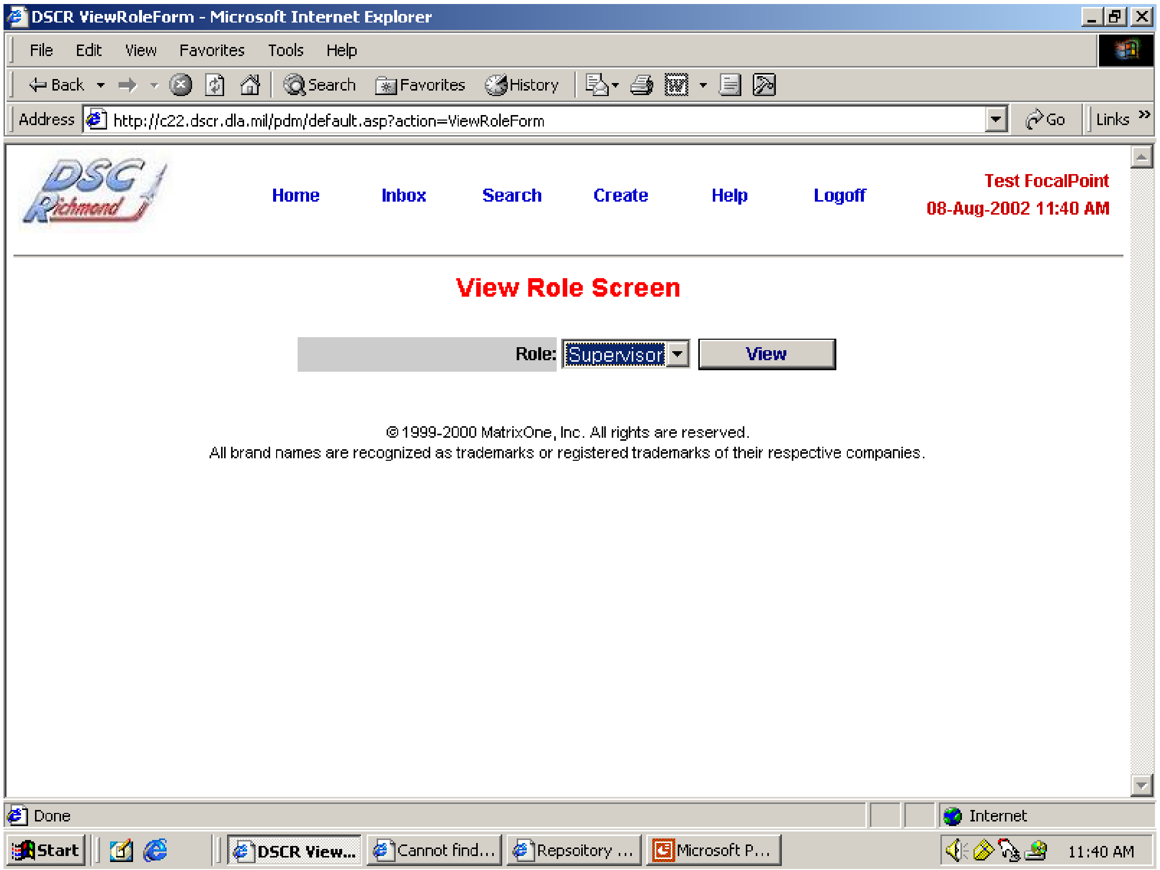


Figure 83: View Role Screen

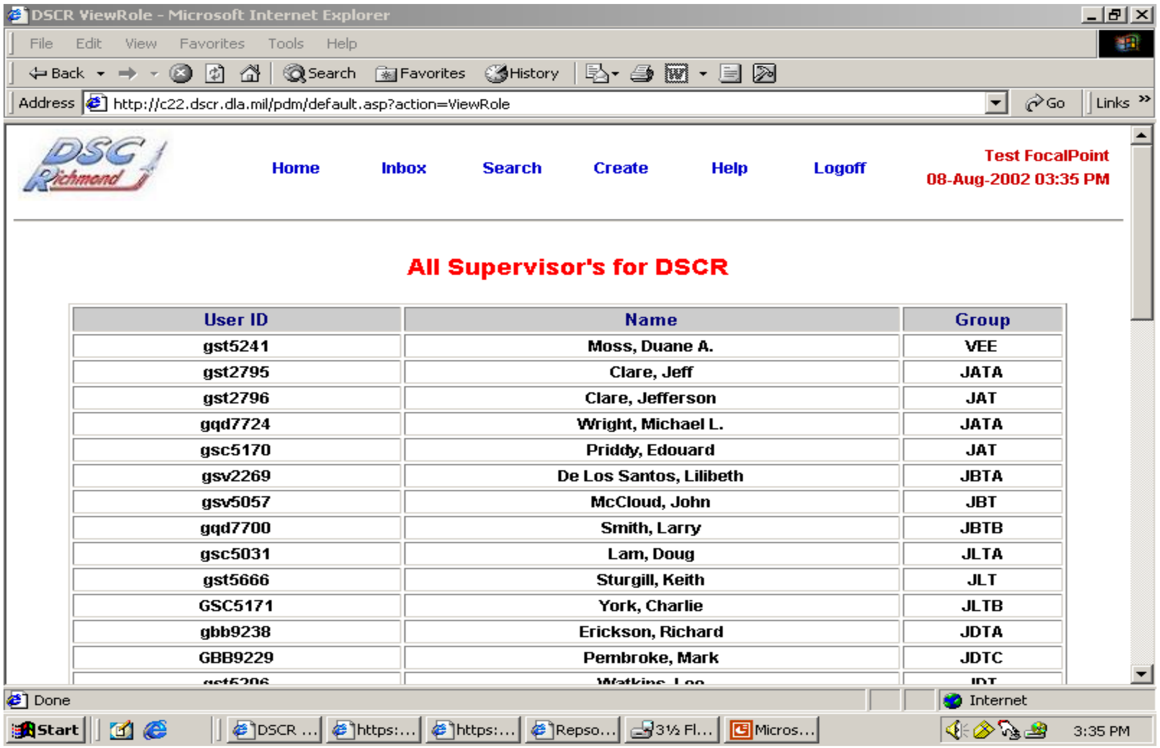


Figure 84: Role Screen

Change Password

The User Administrator can add/change a user's passwords from the User Administrator Screens. In addition, a user can change his/her own password within the system. The user selects **Change Password** from their Home Screen as seen in **Figure 85: User Home Screen**. This takes the user to a screen where they are prompted to change their password as seen in **Figure 86: Change Password Screen**. Once the user has changed his/her password, they have the options to **Save** or **Cancel**.

Figure 85: User Home Screen

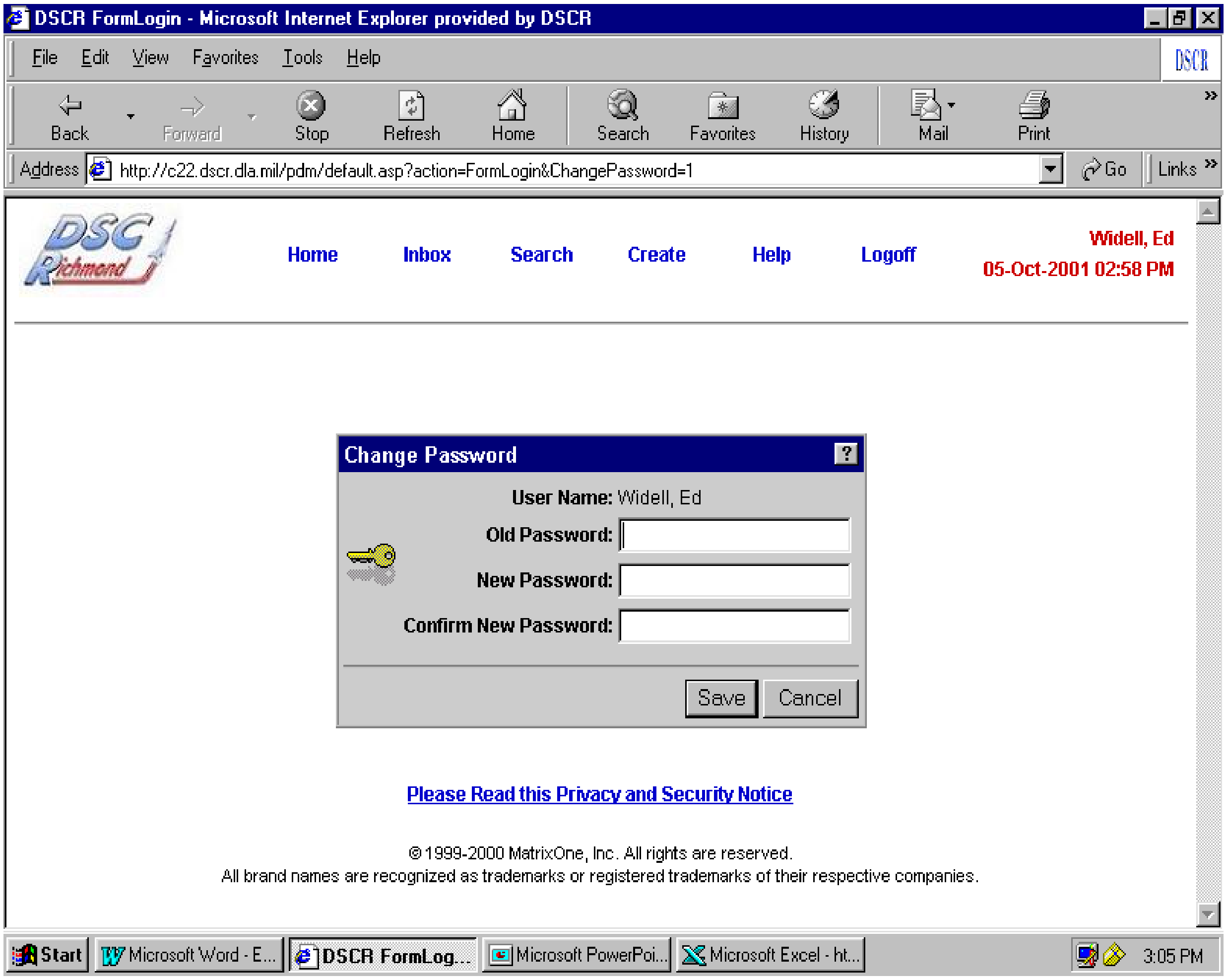


Figure 86: Change Password Screen

Save - The user can save the Password into the system.

Cancel - Cancels the Password without saving the information into the system.

User Info

Users can update their individual profile information from the Home Screen. Users select the **User Info** option as seen in **Figure 87: Home Screen**. The user can then select **Modify** to modify their user profile and **Save** to save the changed information as seen in **Figure 88: Modify User Profile Screen** and **Figure 89: Save User Profile Screen**.

Figure 87: Home Screen

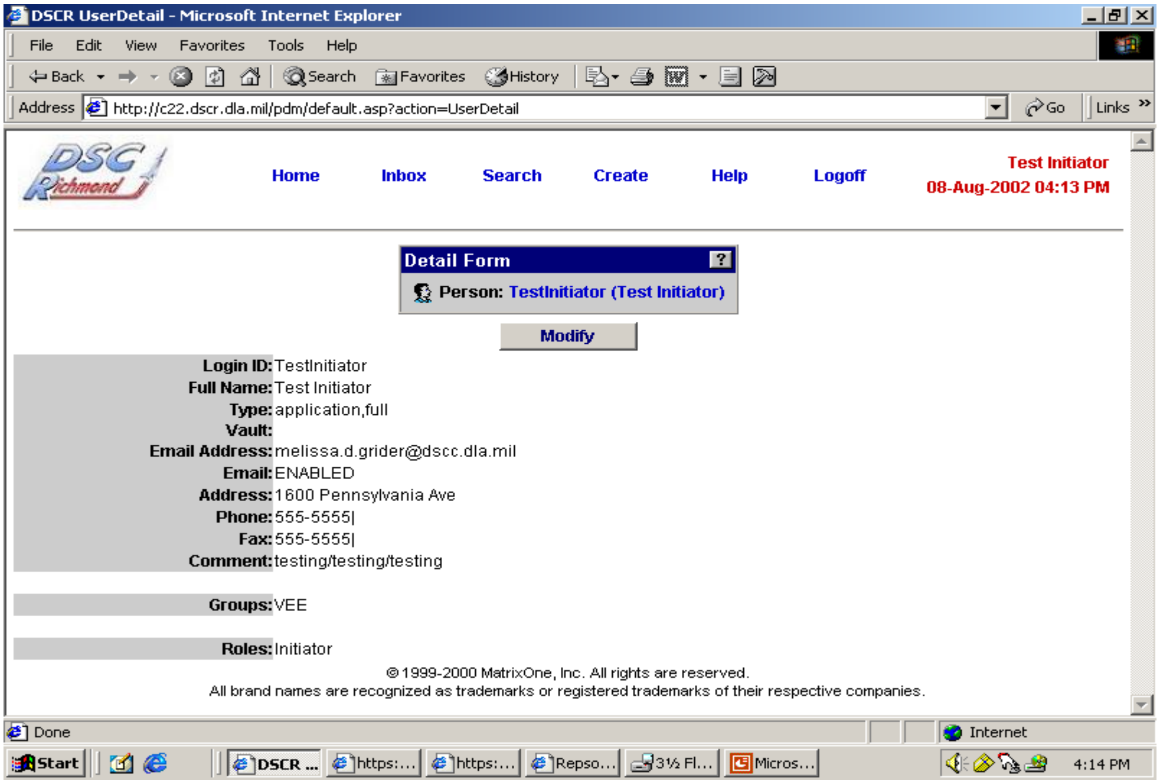


Figure 88: Modify User Profile Screen

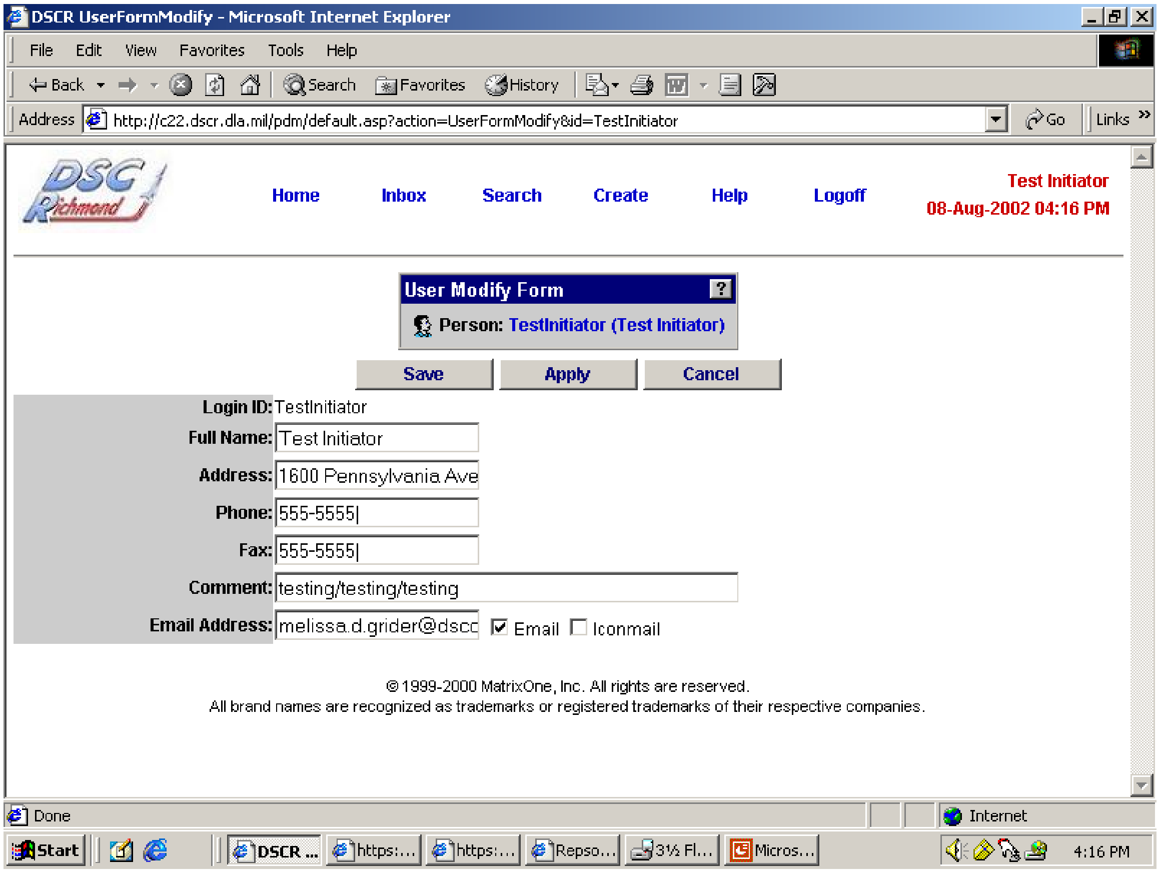


Figure 89: Save User Profile Screen

FAQ

Q1: How do I access the Engineering Support Automation (ESA) application from my computer?

A1: The application is a web-based system and you can access the system through Internet Explorer. You must have at least Internet Explorer version 5.0 loaded on your computer. The web addresses for the Defense Supply Centers (DSCs) are as follows: For Defense Supply Center, Columbus (DSCC), the web address is: https://matrixone.dscc.dla.mil/pdm. For Defense Supply Center, Philadelphia (DSCP), the web address is: https://dscp106.dscp.dla.mil/pdm. For Defense Supply Center, Richmond (DSCR), the web address is: https://c22.dscr.dla.mil/pdm.

Q2: Can I access the application through a shortcut from my desktop?

A2: Yes, you can access the application through a shortcut saved to your desktop.

Q3: What happens if I lock myself out of the system if I forget my password or type my password in incorrectly?

A3: After three unsuccessful attempts to enter the system, you will be locked out of the system and you should call your focal point to reset your password. Contact your Focal Point if you forget your password.

Q4: Who is my Focal Point?

A4: Your Focal Point is the person designated at your Site to send the DLA Forms 339 to the Engineering Support Activities (ESAs) from the Defense Supply Centers (DSCs).

Q5: Is there a period of time that I can remain in the system before I am timed out of the application?

A5: The period of time that you can remain idle within the system before it is timed out is 20 minutes.

Q6: Should I print the DLA Forms 339 when I have finished creating them in the system?

A6: This is up to you, the electronic DLA Forms 339 will remain in the system and are available to you through the Search functionality, so you will always have a copy for yourself.

Q7: How should I print the DLA Form 339?

A7: There is a Print functionality located on the application itself, do not use the Internet Explorer print option for the best results.

Q8: How can I change my personal information within the application?

A8: Your Focal Point has the user administrative capabilities and you can contact that person to change your information.

Q9: There is a new person that needs to be added into the application, how can they be added into the application?

A9: The person would need to contact their Supervisor to verify their role and personal contact information and then provide the Focal Point with this information.

Q10: What would be a new user's initial login ID and password?

A10: The initial login would be their regular DSC login ID and the password would be set to the generic password "Password1." These are both Case Sensitive.

Q11: How can I change my Password?

A11: You will be prompted to change your password upon initial login and you can change your password at any time from a "Change Password" option within the system. The passwords must be at least 8 characters and match three of the four criteria set forth by DLA of an uppercase, lowercase, alphanumeric and a special character.

Q12: If I have a question about using the application, how can I find the answer?

A12: There are several sources you can use to answer your questions, there are the Site User Guides available which explain how to use the application, you can ask your Focal Point for assistance in using the application or you can contact the DSIO Helpdesk at DSN: 850-9060, COMM: 614-692-9060, or helpdesk@dsio.dla.mil.

Q13: What if I receive an application error while using the system?

A13: All application errors should be reported to the DSIO Helpdesk who will work to resolve the problem to completion.

Q14: What if I have a question or problem in scanning my attachments into electronic format?

A14: You can get help with scanning your attachments in electronic format through your local Site operational helpdesk.

Q15: What if my files are too large to attach to the DLA Form 339 electronically?

A15: There is a place within the application to indicate that a DLA Form 339 has a non-electronic attachment; you would send the non-electronic attachment through FedEx.

Chapter 4

Auto-reconciliation

This chapter introduces you to the Auto-reconciliation function of the Engineering Support Automation (ESA) System Application. In it, you will learn to work with the Auto-reconciliation capabilities.

Auto-reconciliation

Auto-reconciliation is reconciling the DLA Forms 339 sent from DSCR with those received at the Web Repository. It also reconciles the DLA Form 339 Responses sent to DSCR from the Web Repository. The ability to perform an auto-reconciliation is role-based. The Focal Point level has the permissions to run the auto-reconciliation process from the ESA Web.

The Focal Point logs in to the ESA Web and selects **Administration** as seen in **Figure 90: ESA Web Home Screen**. The Focal Point then selects the plus symbol, **Web Maintenance,** which expands the options and selects, **Reconciliation Manager** as seen in **Figure 91: Administration Screen**. After this option is selected, the Repository Reconciliation Manager displays the current auto-reconciliation report as seen in **Figure 92: Repository Reconciliation Manager**.

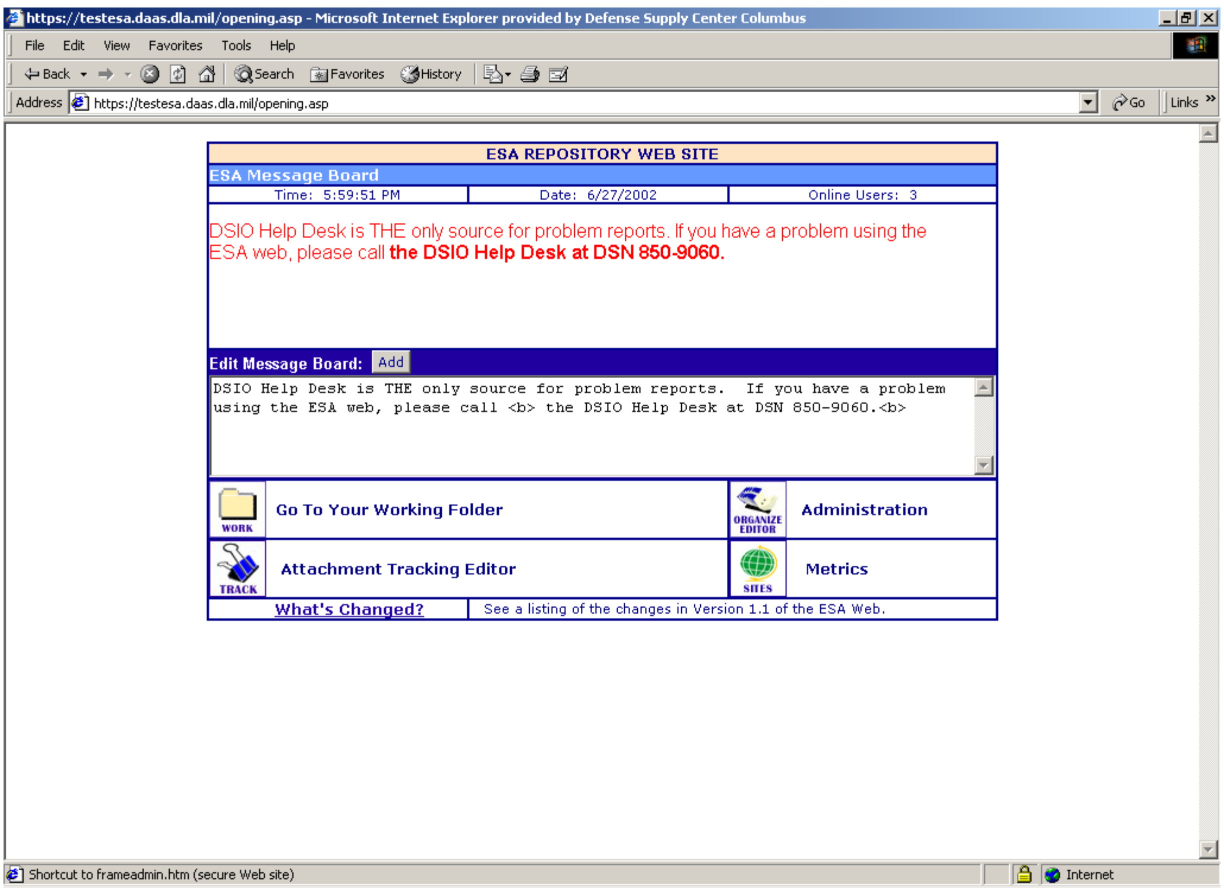


Figure 90: ESA Web Home Screen

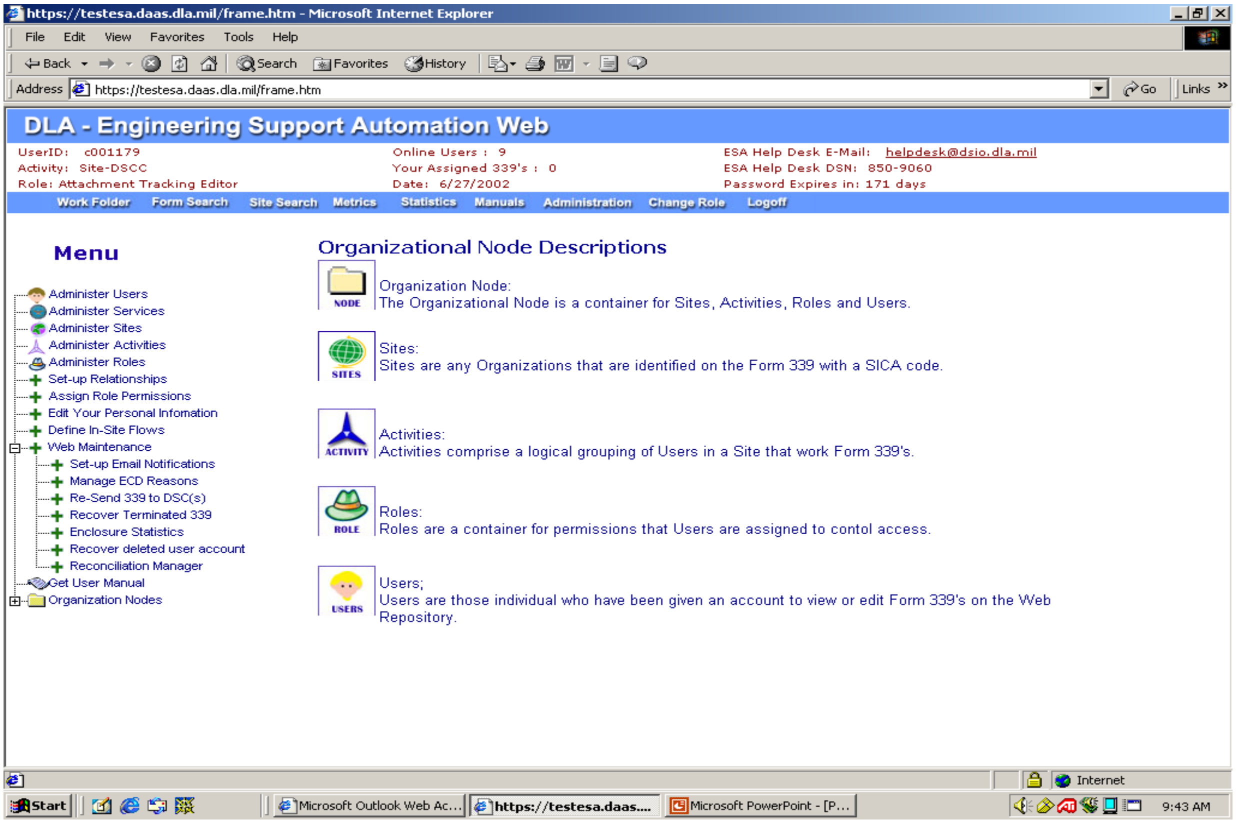


Figure 91: Administration Screen

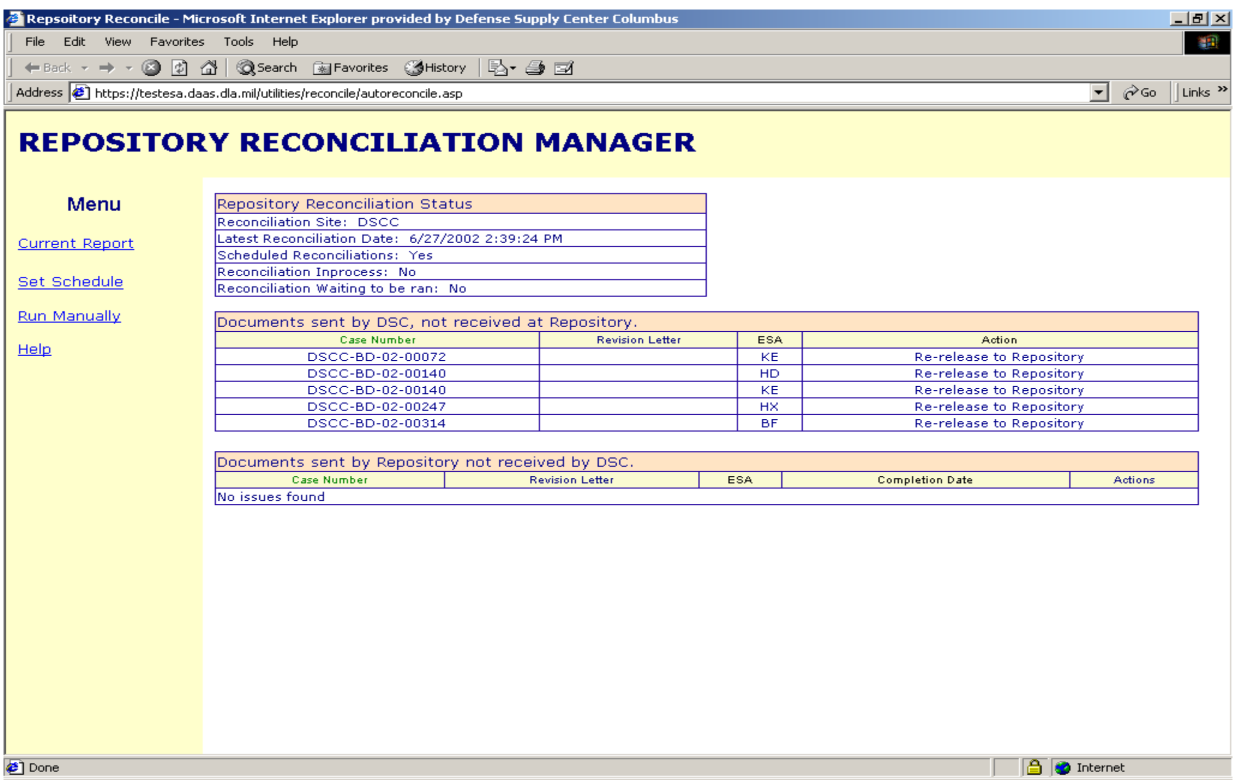


Figure 92: Repository Reconciliation Manager

From the Repository Reconciliation Manager Screen, the Focal Point has the following options:

- **Current Report-**This displays the most current auto-reconciliation report which displays the auto-reconciliation status of Case Numbers that are sent by DSCR, but not received at the Web Repository. The report also displays those Case Numbers that are sent from the Web Repository that have not been received at DSCR.
- **Set Schedule-**This gives the Focal Point the ability to run an auto-reconciliation report for a set schedule based on a selected time interval of weekly, monthly or twice monthly.
- **Run Manually-** This gives the Focal Point the ability to run an auto-reconciliation report upon demand.
- **Help-**This gives the users general information about the auto-reconciliation process.

After the Focal Point runs an auto-reconciliation process, the system automatically resubmits the Case Numbers that are remaining in the Web Repository. For those Case Numbers remaining at DSCR, the Focal Point will notify the local Site Systems Administrator to resubmit these Case Numbers. The options for setting an auto-reconciliation report as a set schedule or manually is seen in **Figure 93: Set Schedule Screen** and **Figure 94: Run Manually Screen**. Help information for the auto-reconciliation process is seen in **Figure 95: Help Screen**.

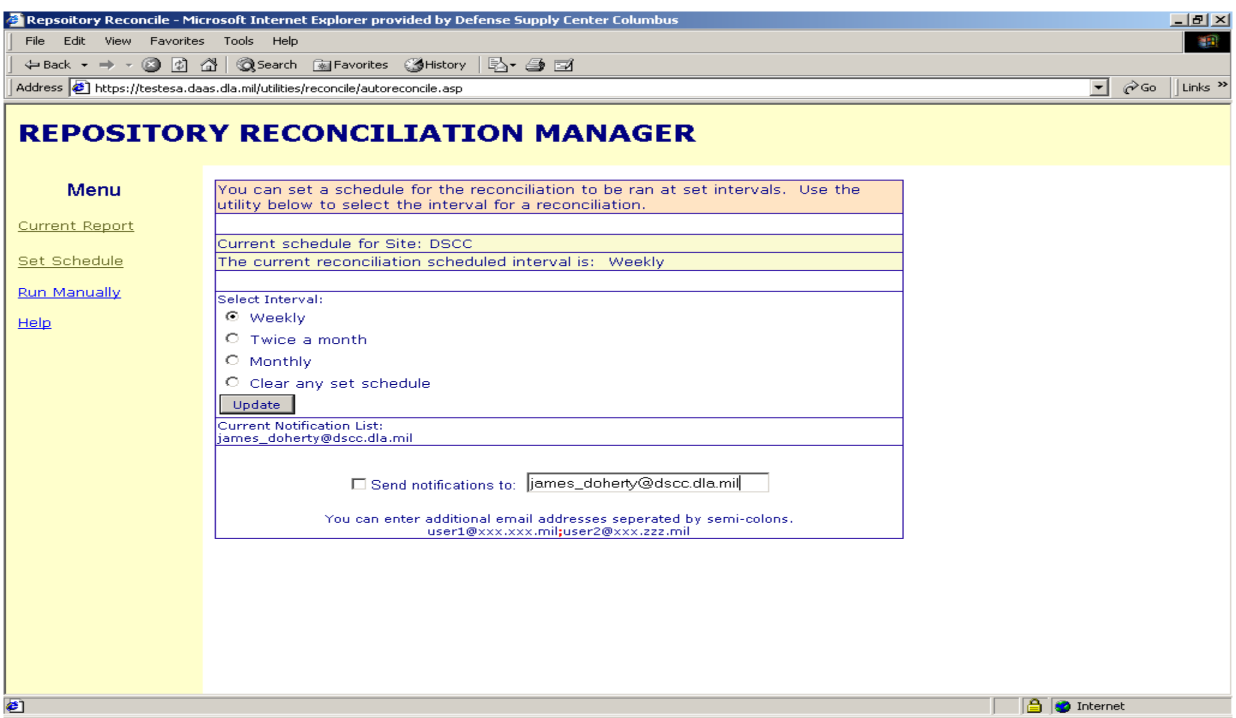


Figure 93: Set Schedule Screen

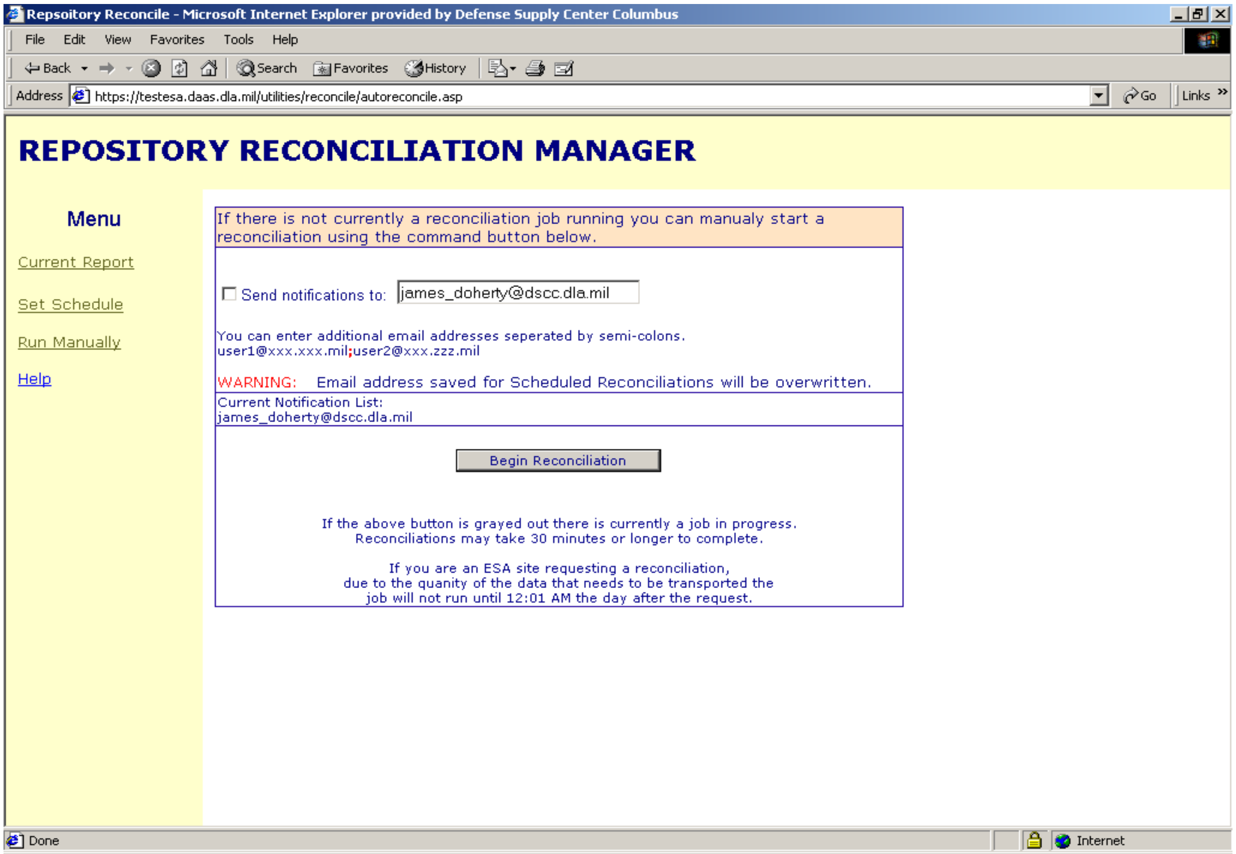


Figure 94: Run Manually Screen

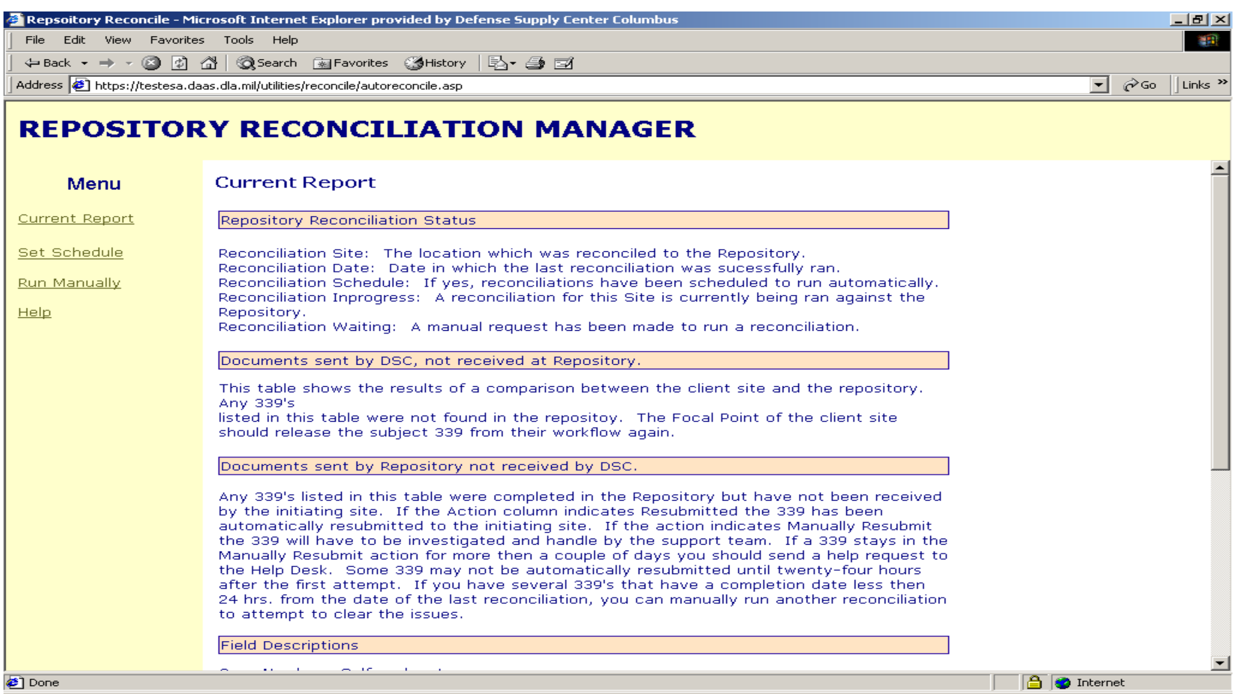


Figure 95: Help Screen

Chapter 5

ENMAN Utility

This chapter introduces you to the ENMAN Utility of the Engineering Support Automation (ESA) System Application. In it, you will learn to work with the ENMAN capabilities of:

- ENMAN Utility for eMatrix
- ENMAN Utility for BizTalk

ENMAN Utility for eMatrix

The ENMAN Utility provides the Focal Points visibility into the directories of the functional and transport servers where DLA Forms 339 might remain due to processing errors. The user enters the URL:

https://matrixone.dscc.dla.mil/esa/enman/enman.asp

and accesses the website for the ENMAN Utility for eMatrix as seen in **Figure 96: ENMAN Utility Screen**. The directories within the ENMAN Utility for eMatrix are as follows:

- **Error Directory-**Files in this directory have been successfully transported from the Web Repository, but have not been imported into eMatrix at DSCR.
- **MIME Directory-** Files in this directory are being either encoded or decoded during the export from eMatrix or the import back into eMatrix.
- **Email Test-** This directory allows the user to send a test email message to a specific email address. This functionality is intended to test the server's capability to send email notifications in the event of a processing error. The user has the ability to set the specific email message parameters.

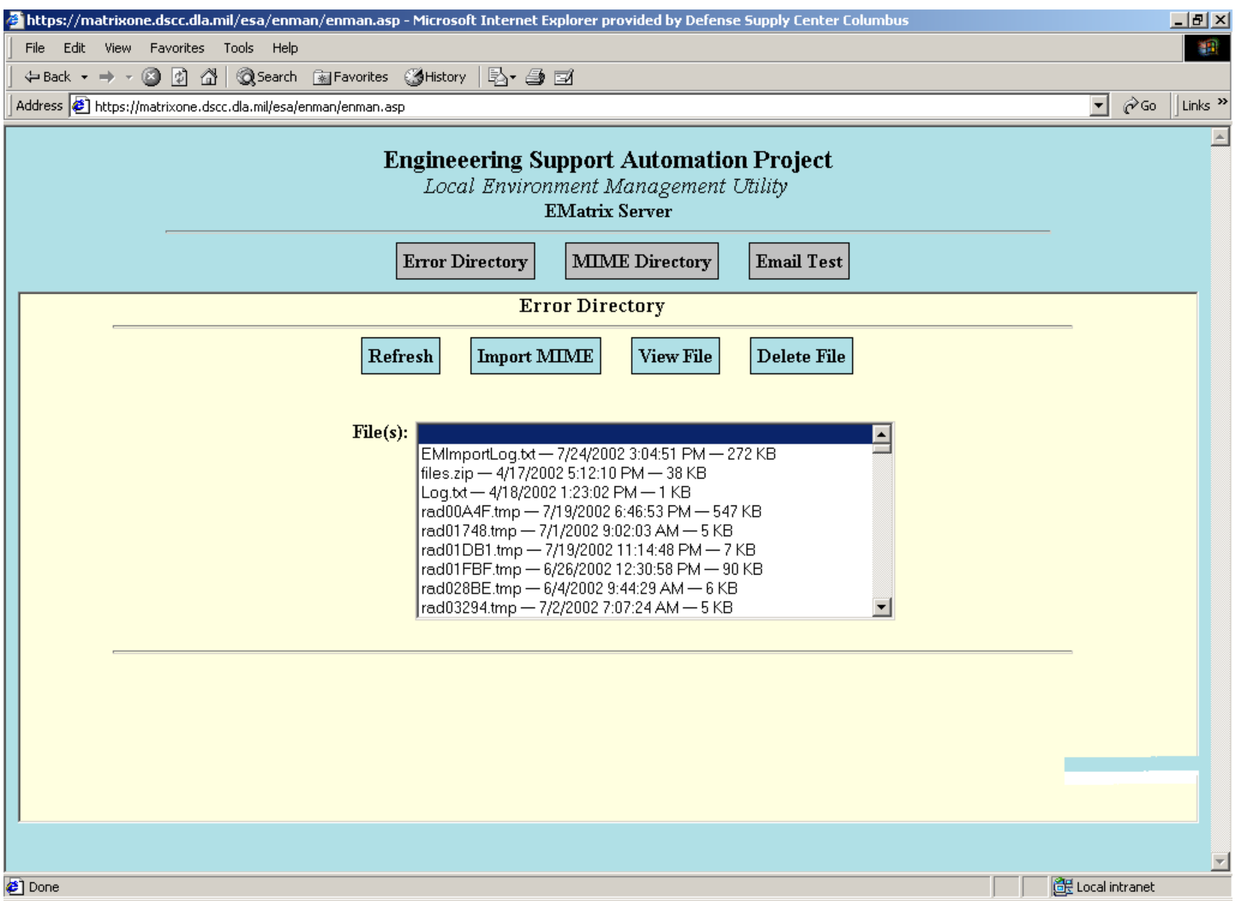


Figure 96: ENMAN Utility Screen

Files within the Error Directory are seen in **Figure 97: Error Directory Screen**. In the Error Directory, users can see the file names as well as their respective creation dates and file sizes. Additionally, the user can select a specific file and then either delete the file or view the file contents. The files within the MIME Directory are seen in **Figure 98: MIME Directory Screen**. Only the designated local Site Systems Administrator should perform functions besides viewing the selected files. The user can perform an email test as seen in **Figure 99: Email Test Screen**.

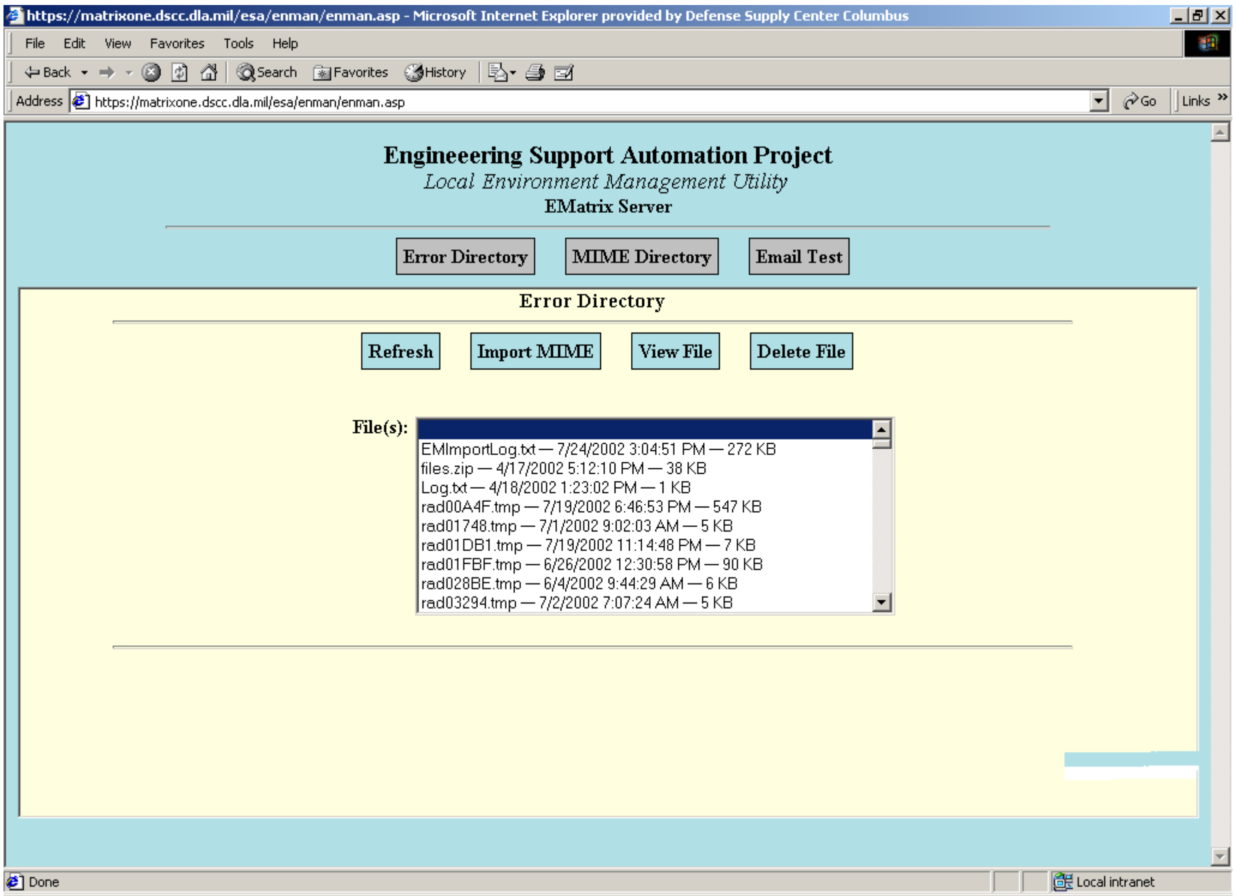


Figure 97: Error Directory Screen

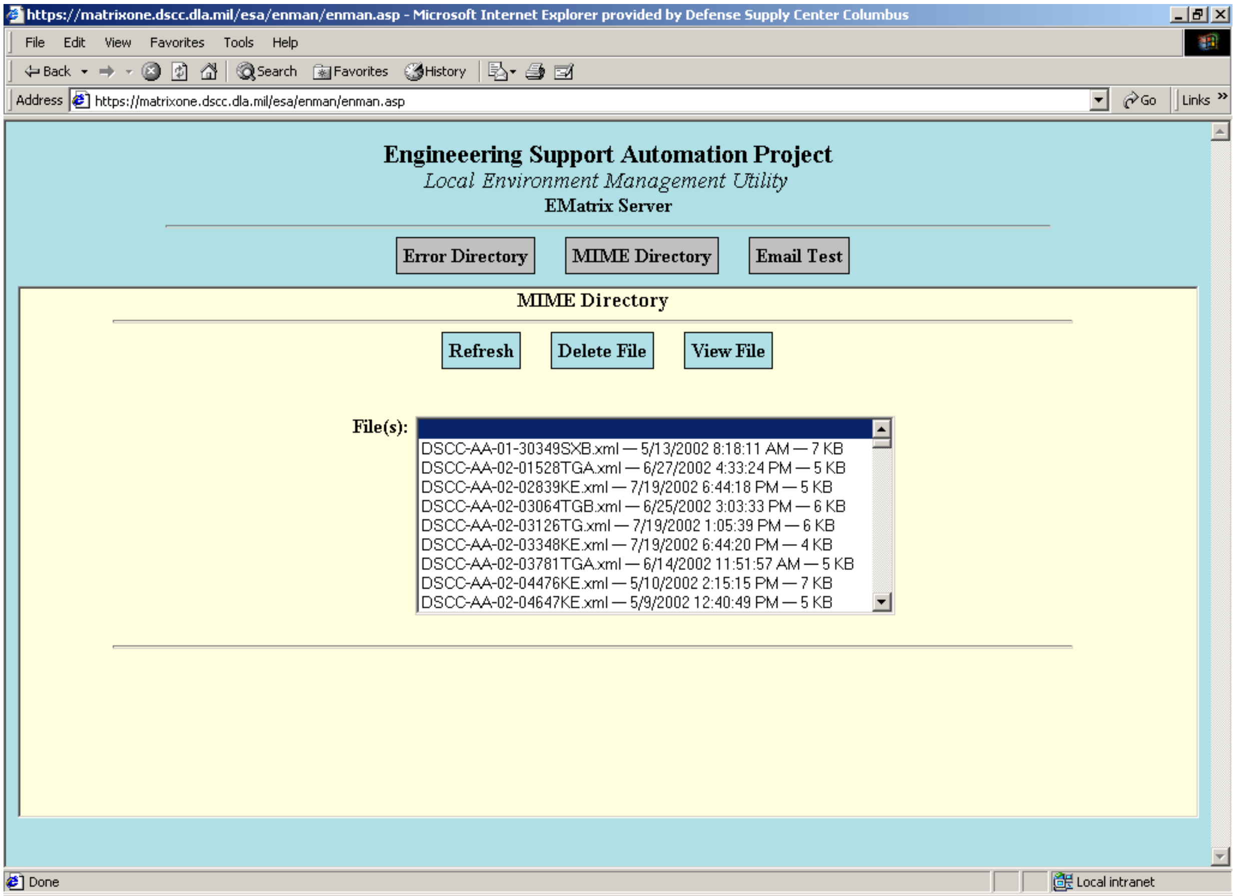


Figure 98: MIME Directory Screen

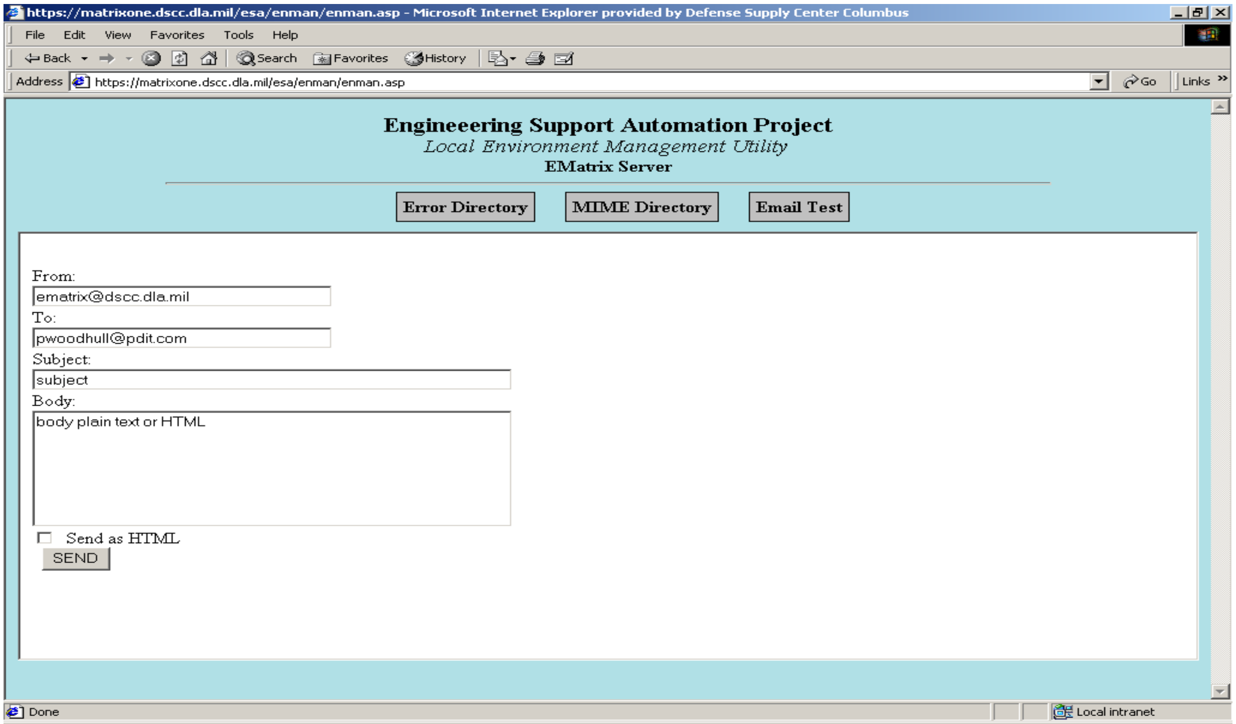


Figure 99: Email Test Screen

ENMAN Utility for BizTalk

The ENMAN Utility provides the Focal Points visibility into the directories of the functional and transport servers where DLA Forms 339 might remain due to processing errors. The user enters the URL:

	https://colbiz.dscc.dla.mil/esa/enman/enman.asp
	https://dlabiz.daas.dla.mil/esa/enman/enman.asp*** Same for all three = Dayton (DAASC web repository BizTalk)

and accesses the website for the ENMAN Utility for BizTalk as seen in **Figure 100: ENMAN Utility Screen for BizTalk**. The directories within the ENMAN Utility for BizTalk are as follows:

- **Error Directory-** Files in this directory are either going to the Web Repository or are returning from the Web Repository those that failed during the transport process. These will be MIME files and they should only be in this directory if they failed submission into BizTalk.
- **MIME Directory-** There should not be any files in this directory.
- **BTReceiveToESA Directory-** Large files released from eMatrix are sent to this directory for processing.
- **BizTalk Suspend Queue-** This directory gives the capability to the user to see what DLA Form 339 transports are suspended on the BizTalk server. The information provided is rather cryptic and does not tell the user which case number has been suspended. As such, this functionality is intended solely to allow the user to determine if any cases have been suspended within BizTalk.
- **Email Test-** This directory allows the user to send a test email message to a specific email address. This functionality is intended to test the server's capability to send email notifications in the event of a processing error. The user has the ability to set the specific email message parameters.

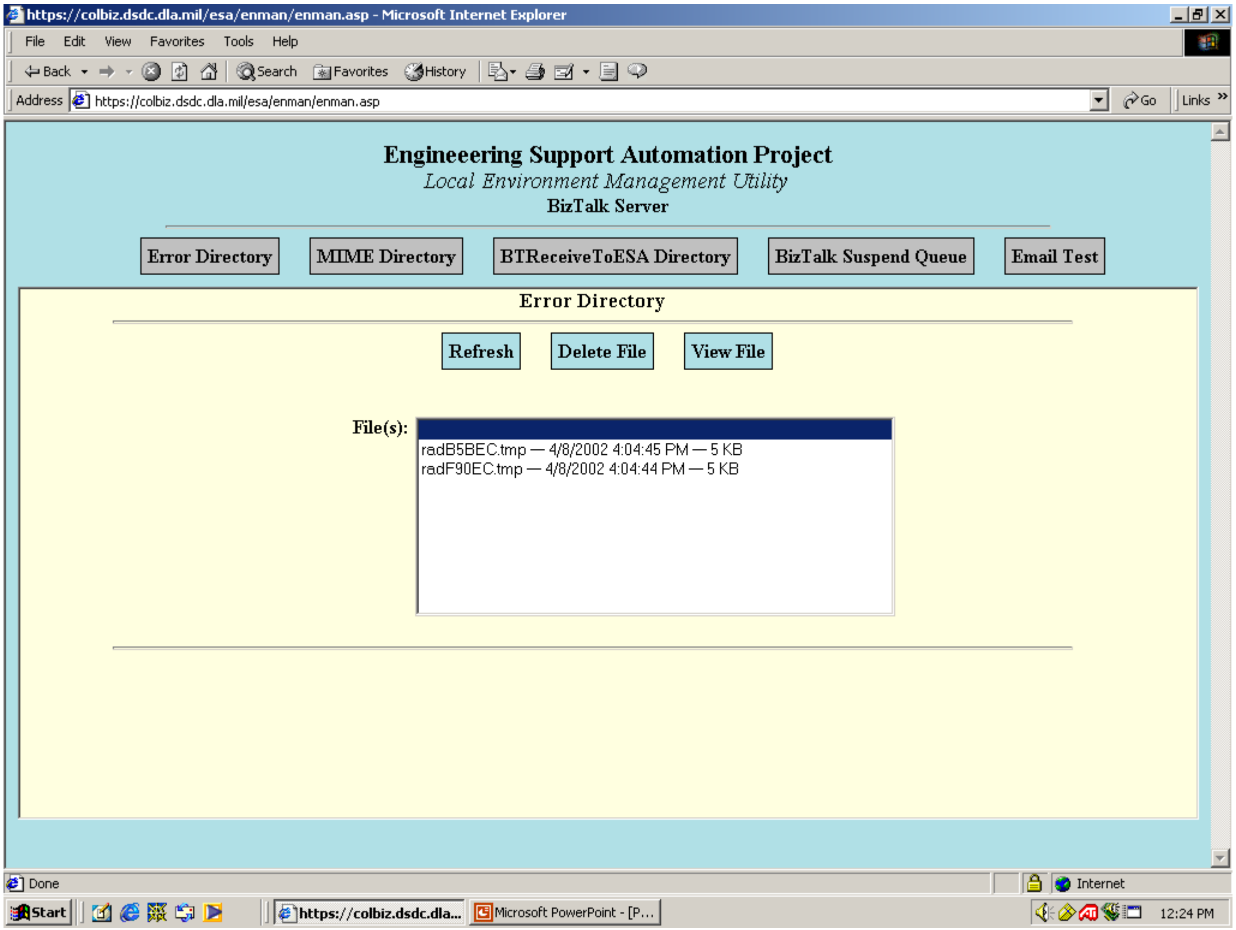


Figure 100: ENMAN Utility Screen for BizTalk

Files within the Error Directory are seen in **Figure 101: Error Directory Screen**. In the Error Directory, users can see the file names as well as their respective creation dates and file sizes. Additionally, the user can select a specific file and then either delete the file or view the file contents. The files within the MIME Directory are seen in **Figure 102: MIME Directory Screen**. Only the designated local Site Systems Administrator should perform functions besides viewing the selected files. The files within the BTReceiveToESA Directory are seen in **Figure 103: BTReceivetoESA Directory Screen** and the files within the BizTalk Suspend Queue are seen in **Figure 104: BizTalk Suspend Queue Screen**. The user can perform an email test as seen in **Figure 105: Email Test Screen**.

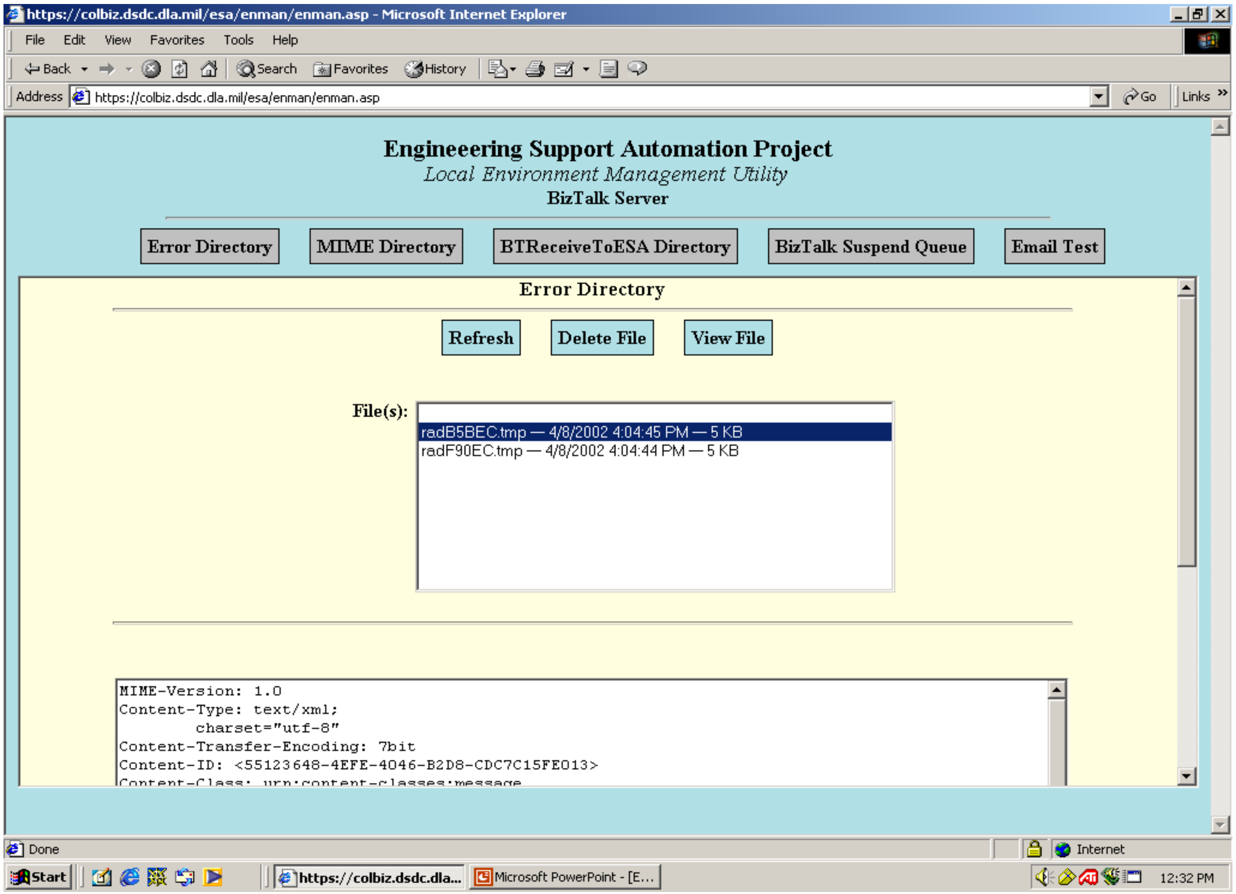


Figure 101: Error Directory Screen

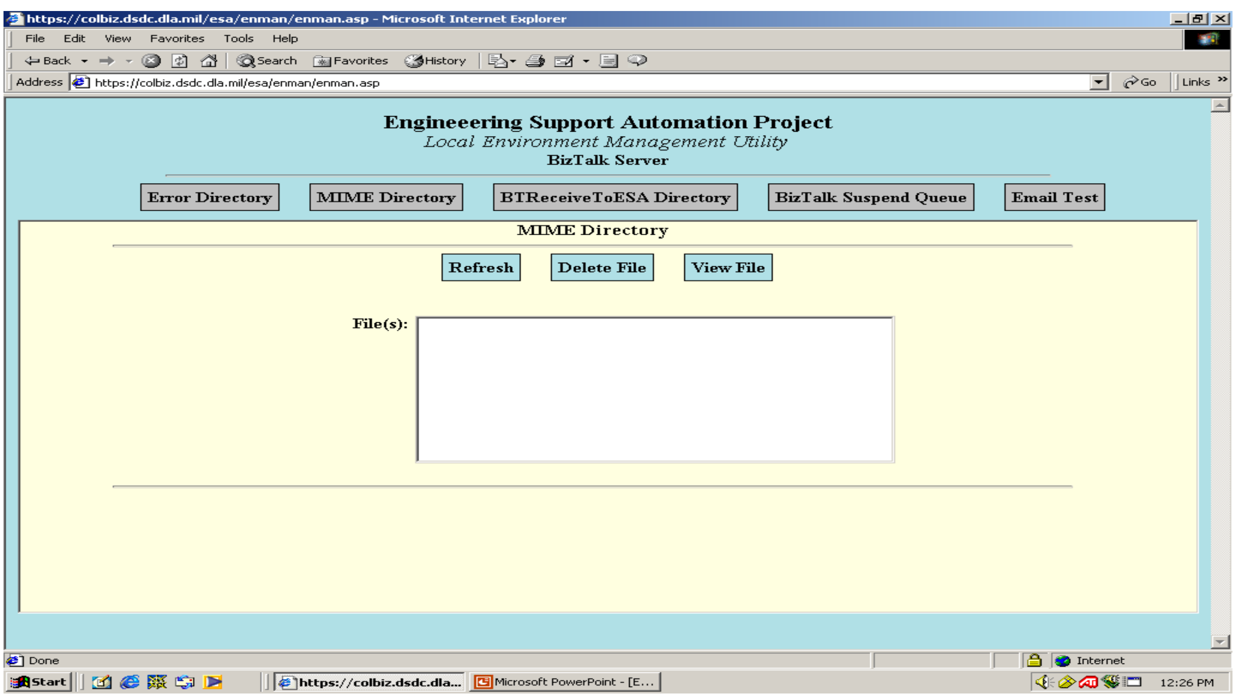


Figure 102: MIME Directory Screen

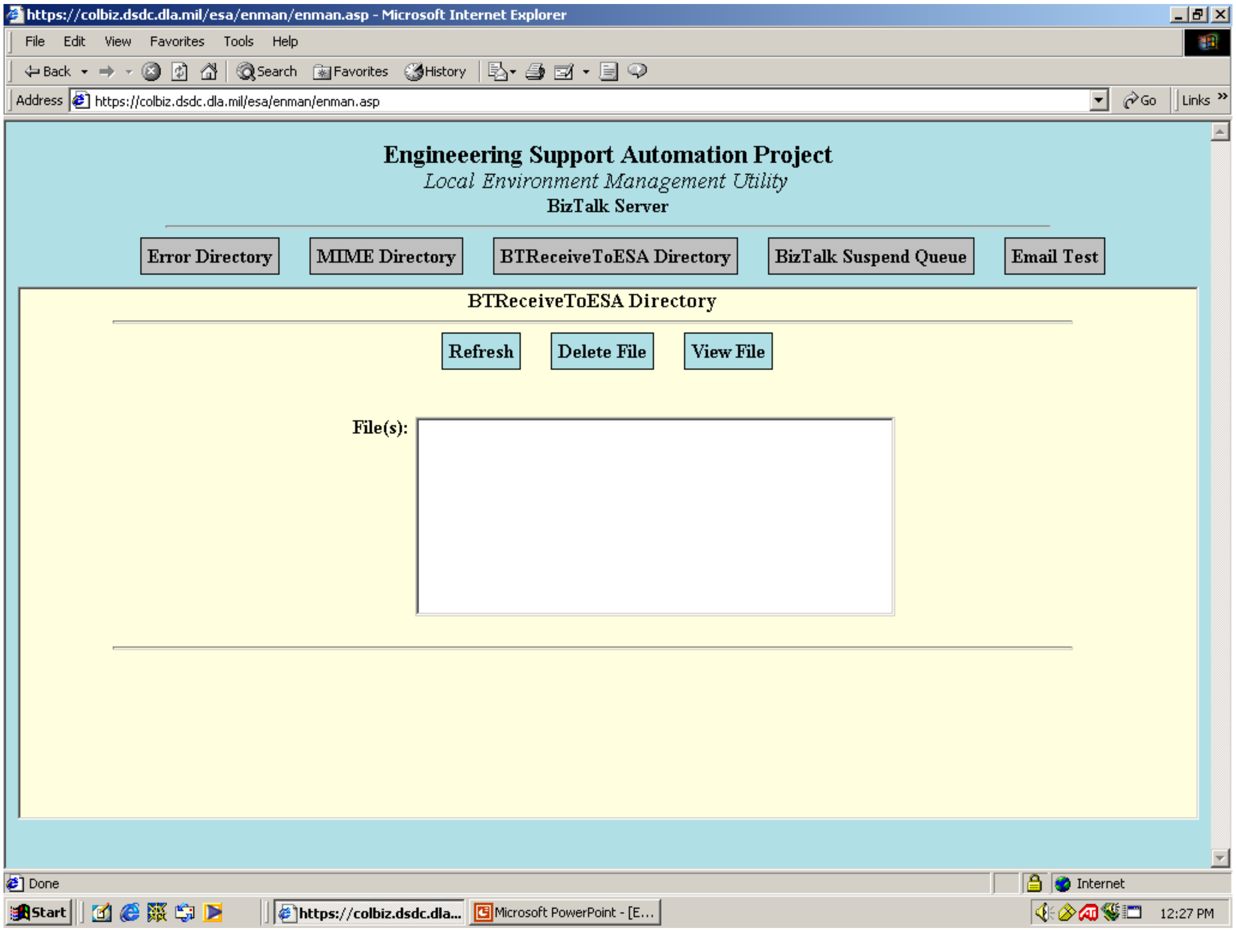


Figure 103: BTReceivetoESA Directory Screen

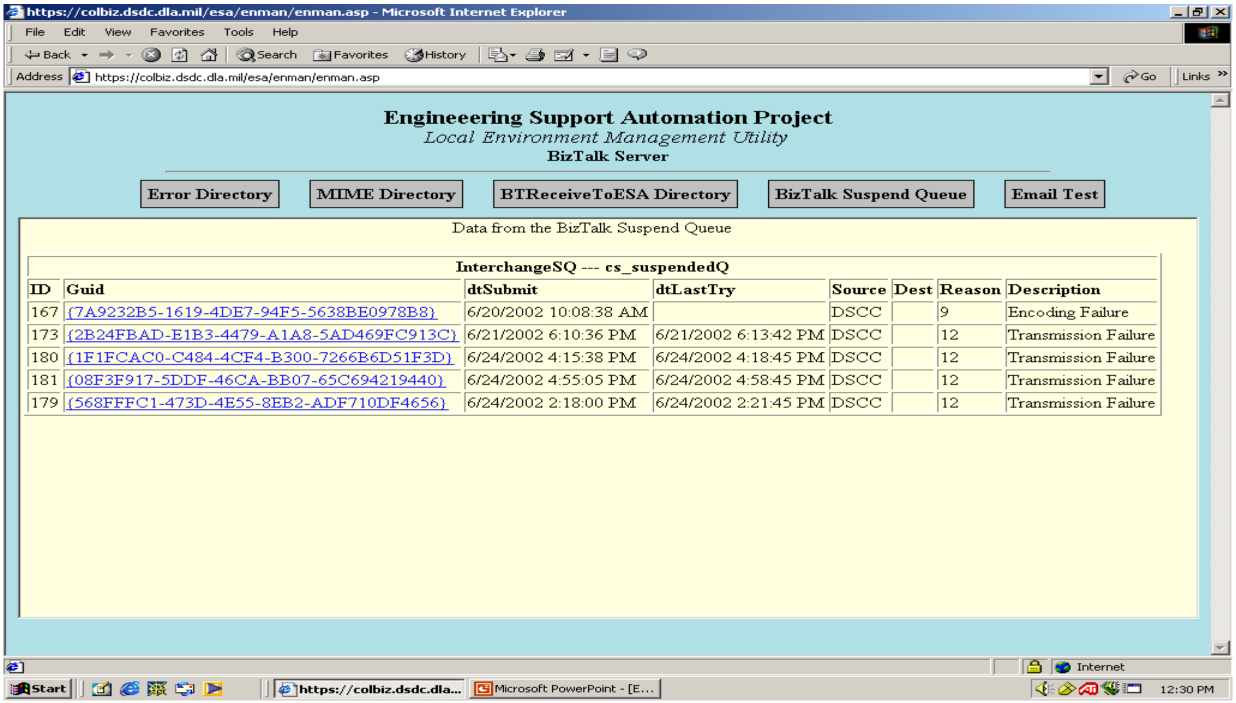


Figure 104: BizTalk Suspend Queue Screen

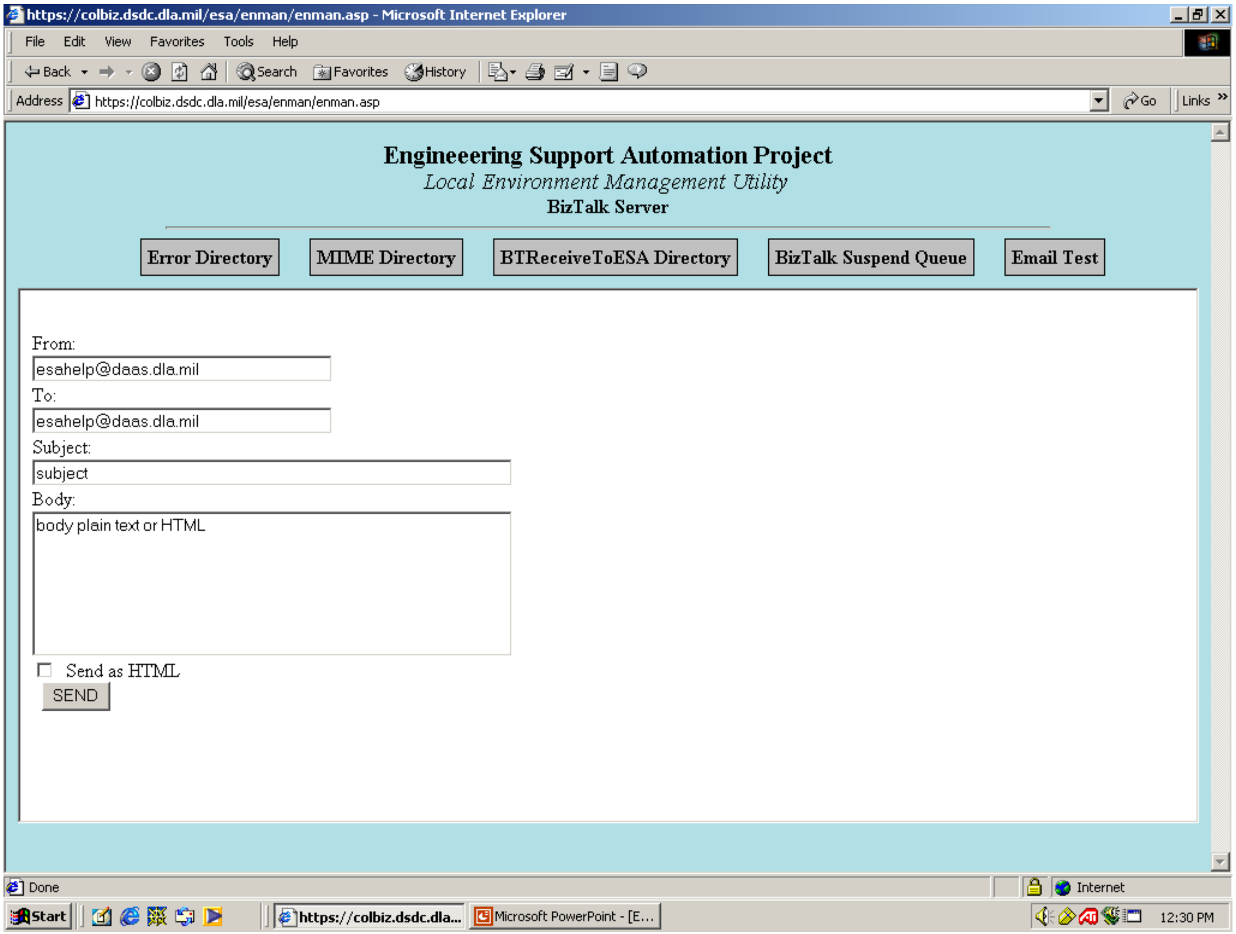


Figure 105: Email Test Screen